

# EXHIBIT D

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Re: Rodriguez, Et Al Versus Google, LLC.

Transcript of the Video Recorded Proceedings of  
"Google CEO Testifies on Data Collection."  
CSPAN  
December 12, 2018

Transcribed by Melissa Iadimarco

1 (Transcript of video proceedings.)

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Good  
3 morning. The Judiciary Committee will come to order and  
4 without objection, The Chair is authorized to declare  
5 recesses of the committee at any time. We welcome everyone  
6 to this morning's hearing on transparency and  
7 accountability, examining Google and its data collection use  
8 and filtering practices. Before I recognize myself and the  
9 ranking member for opening statements, I'd like to recognize  
10 our first witness, the majority leader, Kevin McCarthy of  
11 California for his statement. Welcome.

12 REPRESENTATIVE KEVIN MCCARTHY: Well, thank you,  
13 Mr. Goodlatte, Chairman Goodlatte for working with me to  
14 organize this hearing. I want to thank Sundar Pichai for  
15 testifying on Capitol Hill. We appreciate and note your  
16 willingness to travel here and answer our questions, first  
17 in a private setting in September. And now in a public  
18 setting. Google is one of the most valuable companies in  
19 America, because of what it does. Google's search engine  
20 organizes the entire internet and, by extension, almost all  
21 the information in the world.

22 This is hardly an exaggeration. Here's a statistic  
23 you will hear a lot today, but it bears repeating.  
24 According to The Wall Street Journal, 90 percent of all  
25 internet searches go through Google. That is power. And it

1 comes with responsibility. Mr. Pichai it is -- it was  
2 necessary to convene this hearing, because of the widening  
3 gap of distrust between technology companies and the  
4 American people.

5 For our country and economy to grow stronger, the  
6 American people must be able to have trust in the great  
7 companies of the 21st century. We can alleviate some of  
8 their concerns today, with transparency and candor. I hope  
9 we can begin to restore trust in the technology companies  
10 that shape our world, but we need answers.

11 We need to know first, that Google is committed to  
12 the free market ideals of competition and entrepreneurship  
13 that launched its revolutionary products to begin with.  
14 Second, we need to be sure that any political bias within  
15 Google's workforce does not creep into its search products.  
16 Third, we need to know that Google is living up to the  
17 America's belief in free expression and human rights, when  
18 it deals with foreign governments.

19 Now, a word on the last subject. Right now, Google  
20 reportedly is developing a censored search engine with the  
21 Chinese Communist Party. It is also developing next  
22 generation technology on Chinese soil and in conjunction  
23 with Chinese national champions, like Tencent. Technology  
24 that the admin -- administration considers a national  
25 priority.

1           Now, this news raises a troubling possibility, that  
2           Google is being used to strengthen China's system of  
3           surveillance, depression and control. Right this very  
4           second China's authoritarian system detains more than a  
5           1000000 religious minorities in reeducation camps. Mr.  
6           Pichai, I urge you to reflect on that fact and on the  
7           promise your company made when it pulled out of the China  
8           market in 2010; and I applauded you for that move in 2010.

9           Back then Google promised it would not sensor its  
10          search results in China or compromise its commitment to a  
11          free and open internet. Now in light of these recent  
12          events, I think the American people deserve to know: If  
13          something changed and if so, what? All of these topics,  
14          competition, censorship, bias and others point to one  
15          fundamental question that demands the nation's attention.

16          Are America's technology companies serving as  
17          instruments of freedom or instruments of control? Are they  
18          fulfilling the promise of the digital age? Are they  
19          advancing the cause of self-government or are they serving  
20          as instruments of manipulation, used by powerful interests  
21          and foreign governments to rob the people of their power,  
22          agency and dignity.

23          I believe we need to grapple with these questions  
24          together as a nation, because a free world depends on a free  
25          internet. We need to know that Google is on the side of the

1 free world and that it will provide its services free of  
2 anticompetitive behavior, political bias, and censorship.

3 I want to thank you again for being here and  
4 answering these questions. I look forward to listening to  
5 the answers with a very open mind and I yield back.

6 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I'd now  
7 like to invite Mr. Pichai to take his seat at the witness  
8 table. Without objection The Chair now recognizes the  
9 ranking member, Mr. Nadler, for a point of personal  
10 privilege to recognize a member of his staff, a very  
11 distinguished member of his staff.

12 REPRESENTATIVE JERROLD NADLER: Thank you, Mr.  
13 Chairman. Mr. Chairman, I want to take a moment to  
14 recognize Danielle Brown, whose last working day for the  
15 committee is tomorrow. Danielle has served on the judiciary  
16 committee democratic staff for more than a decade in a  
17 variety of roles, beginning as staff assistant and then  
18 going to counsel parliamentarian, chief legislative counsel  
19 and most recently, deputy chief counsel.

20 Danielle has been essential to the operations of  
21 this committee and she has been involved in nearly every  
22 important piece of committee business over the last decade.  
23 Her interests and expertise range from protecting vulnerable  
24 immigrants, to ensuring reproductive freedom and preserving  
25 vital consumer protections. She is leaving us now,

1       unfortunately, to become general counsel and parliamentarian  
2       of the ways and means committee. Our loss is surely their  
3       game. I wish her well. I appreciate her wise counsel. I  
4       thank her for all of her years of service to this committee,  
5       and I hope the committee will join me in thanking her for  
6       her years of service to this committee.

7               CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Would the  
8       gentleman yield?

9               REPRESENTATIVE JERROLD NADLER: I will yield to the  
10      chairman.

11              CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I thank  
12      the gentleman for yielding. I would like to join him in  
13      thanking Danielle for her service to this committee. She  
14      has worked with members on both sides of the aisle. She has  
15      worked with the majority staff very productively, very  
16      cooperatively on a great many issues that have made this  
17      committee, not only more productive, but also operating in a  
18      fashion that has resulted in a number of bills getting from  
19      this committee all the way to the president's desk; whether  
20      that president be Barack Obama or Donald Trump. That's an  
21      accomplishment that this entire committee should be proud of  
22      and Danielle should be proud that she's played an important  
23      part in doing that and I thank you.

24              I now recognize myself for an opening statement.  
25      In The United States, Google operates the preeminent

1 internet search engine, the leading email service provider,  
2 and the Android operating system, which runs most of its  
3 smart -- most of the smart phones in The United States.  
4 When a consumer performs an internet search, sends an email  
5 or uses his or her smartphone, Google collects information  
6 on that person.

7 In fact, almost every minute of every day, the  
8 Android operating system sends information about the exact  
9 location, temperature, barometric pressure and speed of  
10 movement of every phone that runs on the Android operating  
11 system.

12 With Americans carrying their smartphones all day,  
13 every day, Google is able to collect an amount of  
14 information about its users that would even make the NSA  
15 blush. Of course, when users click through the terms of  
16 service for these services, they do consent to such  
17 collection, but I think it is fair to say, that most  
18 Americans have no idea the sheer volume of detailed  
19 information that is collected.

20 Today, I hope to get answers on the extent of data  
21 collection and use by Google. In addition, decades ago,  
22 Congress passed the Communications Decency Act, including  
23 Section 230 of that act, which allows service providers to  
24 remove lewd, lascivious, excessively violent or otherwise  
25 objectionable content from their platforms. This law allows



1 service providers to remove illegal materials, including  
2 child pornography and content that is illegal under our  
3 intellectual property laws.

4 While meant to allow them to block illegal, obscene  
5 and harmful materials, there is some discretion that service  
6 providers by necessity must use to make decisions about what  
7 content is harmful or objectionable.

8 Given Google's ubiquity in the search market,  
9 Google is often consumers first and last stop when searching  
10 for information on the internet. As such, this committee is  
11 very interested in how Google makes decisions about what  
12 constitutes objectionable content that justifies filtering  
13 and who at Google makes these decisions.

14 Given the revelation that top executives at Google  
15 have discussed how the results of the 2016 elections do  
16 comply with Google's values, these questions have become all  
17 the more important. While it is true that Google is not a  
18 government entity and so it does not have to comply with the  
19 First Amendment, the American people deserve to know what  
20 types of information they are not getting when they perform  
21 searches on the internet.

22 The market works best when information about  
23 products and services is readily available. And so today,  
24 on behalf of this committee and the American consumer, I  
25 hope to get answers from Mr. Pichai regarding who at Google

1 makes the judgment calls on whether to filter or block  
2 objectionable content and what metrics Google uses to make  
3 those decisions. I want to thank Google's CEO for his  
4 willingness to testify today and to answer these and other  
5 questions.

6 With respect to search results, algorithmic  
7 screening is the primary means through which Google sorts  
8 data and information. Google search algorithm, for example,  
9 calculates what is presented to a user based on the  
10 variables the user inputs into the search bar.

11 At its best, Google's algorithm reaches the best  
12 answer in the least amount of time, while providing choices  
13 to the user by ranking pages most relevant to the search  
14 inquiry. Of course, by ranking pages, Google search always  
15 favors one page over another.

16 This kind of bias appears harmless. After all, the  
17 point of a search is to discriminate among multiple relevant  
18 sources to find the best answer. This process, however,  
19 turns much more sinister with allegations that Google  
20 manipulates its algorithm to favor the political party it  
21 likes, the ideas that it likes or the products that it  
22 likes.

23 There are numerous allegations in the news, that  
24 Google employees have thought about doing this, talked about  
25 doing this and have done it. The dangerous implications to

1 a fair democratic process cannot be understated.

2 One study performed by a psychologist Robert  
3 Epstein, has revealed that internet search rankings have a  
4 significant impact on consumer choices, mainly because users  
5 trust and choose higher ranked results more than lower  
6 ranked results.

7 After performing five relevant double blind  
8 randomized controlled experiments using a total of 4,556  
9 undecided voters representing diverse demographic  
10 characteristics of the voting populations of The United  
11 States and India, the study revealed that biased search  
12 rankings can shift the voting preferences of undecided  
13 voters by 20 percent or more.

14 The shift can be much higher in some demographic  
15 groups and search ranking bias can be masked, so that people  
16 show no awareness of the manipulation. The potential for  
17 this kind of bias is clearly problematic and is further  
18 compounded by the fact that Google every day collects  
19 mountains of information about its users while they are  
20 actively engaged with a Google product or even when they are  
21 not.

22 According to a study conducted by Vanderbilt  
23 University, a dormant stationary Android phone with Chrome  
24 active in the background, communicated location information  
25 to Google 340 times during a 24 hour period or at an average

1 of 14 data communications per hour. The location -- the  
2 collection of location data may be obvious to most users,  
3 but they are often unaware of the many sensors that the  
4 Android platform supports, including an accelerometer, a  
5 barometer and a photo meter. These -- photometer.

6 These sensors, in addition to the cameras and  
7 microphone on a mobile device, can collate into a very  
8 accurate picture of where a user is, what they are doing and  
9 who else is there. The shocking amount of information that  
10 Google collects via its phones was recently featured on Good  
11 Morning America, in which a reporter using an Android phone  
12 with no sim card, that wasn't connected to the internet,  
13 discovered that the phone collected the devices movement,  
14 even identifying the mode of transportation, such as the  
15 subway or even a bicycle and at times taking 10 sensor  
16 readings per minute.

17 Moreover, Google's practice of reinforcing its  
18 dominance, in light of allegations of self-serving bias,  
19 creates little choice for consumers across the spectrum of  
20 internet based products or services. Given that Google's  
21 ads show up on non-Google websites and Google search engine  
22 is being used as the default search tool on other products,  
23 such as the Apple phone, it is almost impossible to avoid  
24 Google all together.

25 Google in many things -- Google is many things.

1 It's one of the largest data collectors ever seen in human  
2 history. It's an advertiser, that can get the right product  
3 to the right customer at precisely the right time. Google  
4 is also an internet giant, directing over 3.5 billion  
5 searches per day. With this massive authority, however,  
6 comes the potential for far reaching abuse.

7 The mere suspicion that Google manipulates its  
8 products and features for self-serving or even political  
9 purposes, raises serious concerns about its business  
10 practices, its impact on free speech in our democratic  
11 process. And Americans trust that the information gathered  
12 about them in their day to day lives is done with their  
13 knowledge and is not being used against them. My hope is  
14 that, through our inquiries today, we will ensure more  
15 transparency and accountability going forward.

16 Last, despite the nature and scope of today's  
17 hearing, Google is still the story of the American dream.  
18 The company was started by two individuals in a garage and  
19 grew to be one of the most successful companies in the  
20 world. Two decades ago, we could not fathom instantaneous  
21 access to more information than that which is contained in  
22 all the encyclopedias in the world. Now we take that for  
23 granted, because of the innovative services Google provides.

24 With that, I want to again thank our witness for  
25 his presence here today. I look forward to your testimony.

1 And it's now my pleasure to recognize the ranking member of  
2 the committee, the gentleman from New York, Mr. Nadler, for  
3 his opening statement.

4 REPRESENTATIVE JERROLD NADLER: Thank you, Mr.  
5 Chairman. Mr. Chairman, our society has become increasingly  
6 reliant on social media and other online platforms to  
7 obtain, create, share and sort information. This  
8 information helps us make decisions ranging in importance  
9 from where to make dinner reservations, to which candidate  
10 to vote for in a presidential election. The public's  
11 increasing use of these platforms has generated many  
12 positive benefits for society, but it has -- it has also  
13 given rise to some troubling trends.

14 Google is among the dominant firms in this field.  
15 As such, given the public's widespread use and reliance on  
16 its products and services, there are legitimate questions  
17 regarding the company's policies and practices, including  
18 with respect to content moderation and the protection of  
19 user privacy. But before we delve into these questions, I  
20 must first dispense with a completely illegitimate issue,  
21 which is the fantasy dreamed up by some conservatives, that  
22 Google and other online platforms have an anti-conservative  
23 bias.

24 As I've said repeatedly, no credible evidence  
25 supports this right-wing conspiracy theory. I have little

1       doubt that my Republican colleagues will spend much of their  
2       time presenting a laundry list of anecdotes and out of  
3       context statements made by Google employees as supposed  
4       evidence of anti-conservative bias, but none of that will  
5       actually make it true. But this fact free propaganda does  
6       help generate the mistrust that the majority leader referred  
7       to a few moments ago.

8               And even if Google were deliberately discriminating  
9       against conservative viewpoints, just as Fox News and  
10       Sinclair Broadcasting and conservative talk radio host like  
11       Rush Limbaugh discriminate against liberal points of view,  
12       that would be its right, as a private company, to do so; not  
13       to be questioned by government.

14              During the Reagan administration, about 35 years  
15       ago, The Federal Communications Commissioners appointed by  
16       Ronald Reagan, abolished what we used to have called the  
17       Fairness Doctrine, which placed an obligation on  
18       broadcasters who used the public air waves, to be fair to  
19       different points of view. This question might be relevant  
20       if the Republican members wanted to bring back the Fairness  
21       Doctrine and expand its scope to social media companies.

22              I doubt we will see any interest in doing so, but  
23       we should not let the delusions of the far right distract us  
24       from the real issues that should be the focus of today's  
25       hearing. For example, we should examine what Google is

1       doing to stop hostile foreign powers from using its platform  
2       to spread false information, in order to harm our political  
3       discourse. It has been more than two years since the 2016  
4       election, yet this committee has not held a single hearing  
5       focused on Russia's campaign to manipulate online platforms  
6       to undermine American democracy. Despite the fact that it  
7       is the consensus view of our intelligence agencies, that  
8       Russia engaged in a massive disinformation campaign to  
9       influence the 2016 election.

10               I hope that Mr. Pichai can tell us what actions  
11       Google has taken to counter this unprecedented attack and  
12       what gaps remain in its defenses, without being so specific  
13       as to give a -- a guidance to foreign powers. This may help  
14       Congress determine what more can be done to further insulate  
15       our democratic processes from foreign interference.

16               We should also examine how Google enforces  
17       community standards to prohibit racist or bigoted threats,  
18       and other inappropriate conduct. While internet platforms  
19       have produced many societal benefits, they've also provided  
20       a new tool for those seeking to stoke racial and ethnic  
21       hatreds. The presence of hateful conduct and content on  
22       these platforms has been made all the more alarming by the  
23       recent rise in hate motivated violence.

24               According to statistics, recently released by the  
25       FBI reported incidents of hate crimes rose by 17 percent



1 last year compared to 2016, marking the third consecutive  
2 year that such reports have increased. The horrible  
3 massacre at the Tree of Life Synagogue in Pittsburgh, the  
4 recent murder of an African American couple in a Kentucky  
5 grocery store, the killing of an Indian engineer last year  
6 in Kansas are sadly not isolated outbursts of violence, but  
7 the most salient examples of a troubling trend. We should  
8 consider to what extent Google and other online platforms  
9 may have been used to foment and to disseminate such hatreds  
10 and how these platforms can play a constructive role in  
11 combatting its spread.

12 As the dominant player in its field, Google  
13 possesses significant market power. It is also useful to  
14 examine its policies and practices to ensure that other  
15 companies are able to compete, in an open and fair  
16 marketplace. There were also concerns about the prevalence  
17 of pirated material available on Google and other internet  
18 platforms at the expense of legitimate content.

19 Finally, it is important to know what Google is  
20 doing to protect its users data privacy and data security.  
21 The Wall Street Journal recently reported that Google  
22 discovered last March, that a bug in its social media  
23 platform Google Plus, had exposed the private profile data  
24 of up to 500,000 users to third party developers, but it  
25 opted not to disclose the issue publicly, not even to those

1 who may have been affected at the time. And just yesterday,  
2 the company announced that it had discovered another Google  
3 Plus bug that may have exposed the private profile data of  
4 millions of users.

5 While Google has so far found no evidence that  
6 developers have in fact abused these bugs or that any use of  
7 profile data has been misused in any way, incidents like  
8 this still raise legitimate questions about what types of  
9 data exposures the company is obligated to disclose  
10 publicly. It also raises questions about how much control  
11 users should have over their own data and how such control  
12 should be regulated.

13 I am also disturbed by recent reports that Google  
14 is developing a search engine for the Chinese mainland  
15 market. According to these reports, the search engine would  
16 not only accommodate Chinese government censors, it might  
17 allow the Chinese government to track individuals by linking  
18 search terms to the user's mobile phone number.

19 Unfortunately, in this our fourth hearing devoted  
20 to entirely fictitious allegations of conservative -- of  
21 anti-conservative bias by internet companies, we will waste  
22 more time and more tax payer money and elevating well worn  
23 right-wing conspiracy theories, instead of concentrating the  
24 substantive questions and issues that should be the focus of  
25 our hearings. Our committee can and must and will do

1 better.

2 I yield back the balance of my time.

3 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you,  
4 Mr. Nadler, we welcome our distinguished witness, and if you  
5 would please rise, I'll begin by swearing you in.

6 Please raise your right hand.

7 Do you swear that the testimony that you are about  
8 to give shall be the truth, the whole truth, and nothing but  
9 the truth, so help you God?

10 MR. SUNDAR PICHAI: I do.

11 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you.  
12 Let the record show that the witness answered in the  
13 affirmative. Our only witness today is Mr. Sundar Pichai.  
14 Mr. Pichai is the chief executive officer of Google. Your  
15 written statement will be entered into the record in its  
16 entirety, and we ask that you summarize your testimony in  
17 five minutes. To help you stay within that time, there's a  
18 timing light on your table. When the light switches from  
19 green to yellow, you have one minute to conclude your  
20 testimony. When the light turns red, it signals your five  
21 minutes have expired.

22 Mr. Pichai, you are very welcome, and you may  
23 begin.

24 MR. SUNDAR PICHAI: Chairman Goodlatte, Ranking  
25 Member Nadler, distinguished members of the committee, thank

1       you for the opportunity to be here today. I joined Google  
2       15 years ago, and I've been privileged to serve as CEO for  
3       the past three years, but my love for information and  
4       technology began long before that.

5               It's been 25 years since I made the U.S. my home.  
6       Growing up in India, I have distinct memories of when my  
7       family got its first phone and its first television. Each  
8       new technology made a profound difference in our lives.  
9       Getting the phone meant I could call ahead to the hospital  
10      to check that the blood results were in instead of taking a  
11      two hour trip there. And the television, well, it only had  
12      one channel, but I couldn't have been more thrilled by its  
13      arrival.

14             Those experiences made me a technology optimist,  
15      and I remain one today, not only because I believe in  
16      technology, but because I believe in people and their  
17      ability to use technology to improve their lives. I'm  
18      incredibly proud of what Google does to empower people  
19      around the world, especially here in the U.S. I'd like to  
20      take a moment to share a bit of background on that.

21             20 years ago, two students, one from Michigan and  
22      one from Maryland, came together at Stanford with a big  
23      idea. To provide users with access to the world's  
24      information. That mission still drives everything we do,  
25      whether that's saving you a few minutes on your morning

1 commute or helping doctors detect disease and save lives.

2 Today, Google is more than a search engine. We are  
3 a global company that's committed to building products for  
4 everyone. That means working with many industries, from  
5 education and healthcare to manufacturing and entertainment.  
6 Even as we expand into new markets, we never forget our  
7 American roots.

8 It's no coincidence that a company dedicated to  
9 free flow of information was founded right here in the U.S.  
10 As an American company, we cherish the values and freedoms  
11 that have allowed us to grow and serve so many users. And  
12 I'm proud to say, we do and we will continue to work with  
13 the government to keep our country safe and secure.

14 Over the years, our footprint has expanded far  
15 beyond California to states such as Texas, Virginia,  
16 Oklahoma, and Alabama. Today in the U.S., we're growing  
17 faster outside of The Bay Area than within it. I've had the  
18 great opportunity to travel across the country and see all  
19 the places that are -- that are powering our digital  
20 economy. From Clarksville to Pittsburgh to San Diego, where  
21 we recently launched a partnership with the USO, to help  
22 veterans and military families.

23 Along the way, I've met many people who depend on  
24 Google to learn new skills, find jobs or new businesses.  
25 Over the past year, we have supported more than 1.5 million

1 American businesses. And over the past three years, we've  
2 made direct contributions of \$150 billion to the U.S.  
3 economy, added more than 24,000 employees and paid over \$43  
4 billion to our U.S. partners across search, YouTube and  
5 Android. These investments strengthen our communities and  
6 support thousands of American jobs. They also allow us to  
7 provide great services to our users to help them through the  
8 day. It's an honor to play this role in people's lives, and  
9 it's one we know comes with great responsibility.

10 Protecting the privacy and security of our users  
11 has long been an essential part of our mission. We've  
12 invested an enormous amount of work over the years to bring  
13 choice, transparency and control to our users. These values  
14 are built into every product we make. We recognize the  
15 important role of governments, including this committee, in  
16 setting rules for the development and use of technology.

17 To that end, we support federal privacy legislation  
18 and proposed the legislative framework for privacy earlier  
19 this year. Users look -- look to us to provide accurate,  
20 trusted information, and we work hard to ensure the  
21 integrity of our products. We have put a number of checks  
22 and balances in place to ensure they continue to live up to  
23 our standards. I lead this company without political bias  
24 and work to ensure that our products continue to operate  
25 that way. To do otherwise would be against our core

1 principles and our business interests.

2 We are a company that provides platforms for  
3 diverse perspectives and opinions, and there is no shortage  
4 of them amongst our employees. Some Googlers are former  
5 servicemen and women who have risked much in defense of  
6 their country. Some are civil libertarians who fiercely  
7 defend freedom of expression. Some are parents who worry  
8 about the role technology plays in our households. Some,  
9 like me, are immigrants who are profoundly grateful to the  
10 freedoms and opportunities it offers. And some of us are  
11 many of these things.

12 Let me close by saying that leading Google has been  
13 the greatest professional honor of my life. It's a  
14 challenging moment for our industry, but I'm privileged to  
15 be here. I greatly appreciate you letting me share the  
16 story of Google and our work to build products worthy of the  
17 trust users placing is. Thank you for the opportunity, and  
18 I look forward to answering your questions.

19 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you.  
20 We'll now proceed under the five minute rule with questions,  
21 and I'll begin by recognizing myself.

22 Mr. Pichai, is it true that the Android operating  
23 system sends Google information every few minutes detailing  
24 the exact location of a smartphone within a few feet, the  
25 speed of movement of the phone, the altitude of the phone

1 sufficient to determine what floor of a building the phone  
2 is on, the temperature surrounding the phone and other  
3 readings and if so, with Americans carrying their phones  
4 with them virtually at all times, doesn't the collection of  
5 this volume of detailed information really mean that Google  
6 is compiling information about virtually every movement an  
7 individual with a smartphone is making every hour of every  
8 day?

9 MR. SUNDAR PICHAI: Mr. Chairman, thank you for the  
10 question. Today, for any service we provide our users, we  
11 go to great lengths to protect their privacy and we give  
12 them transparency, choice, and control. Android is a  
13 powerful platform and -- and provides smartphone for over 2  
14 billion people. And as part of that, it depends on the  
15 applications users choose to use. If you're using a fitness  
16 application, which is deducting the number of steps you  
17 walk, you expect it to send that information, but it's a  
18 choice users make. We make it clear and -- and it depends  
19 on the use cases.

20 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: So the --  
21 the answer to my question, my first question, is yes; is  
22 that correct? That the information that I cited is gathered  
23 by Google?

24 MR. SUNDAR PICHAI: It -- if -- if the -- for  
25 Google services, you have a choice of what information is



1 collected, and we make it transparent -- transparent.

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I  
3 understand there are -- there are uses that consumers make  
4 use of. I use it to keep track of the number of steps I  
5 walk. I understand that service that one of your  
6 competitors provides. So I -- I understand that purpose.  
7 But do you think the average consumer understands that  
8 Google will collect this volume of detailed information,  
9 when they click through the terms of service agreements in  
10 order to use the Android operating system?

11 MR. SUNDAR PICHAI: It's really important for us  
12 that, you know, that average users are able to understand  
13 it. This is why we do something called privacy check-up.

14 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Do you  
15 think average users read the terms of service and the  
16 updates that are very frequently sent to us?

17 MR. SUNDAR PICHAI: Beyond the terms of service, we  
18 actually offer, we remind users, to do a privacy check-up,  
19 and we make it very obvious, every month. In -- in fact, in  
20 the last 28 days, 160 million users went to -- went to their  
21 My Account settings where they can clearly see what  
22 information we have. We actually give, you know, show it  
23 back to them, and we give clear toggles, by category, where  
24 they can decide whether that information is collected,  
25 stored. Or more importantly, if they decide to stop using

1 it, we work hard to make it possible for users to take the  
2 data with them, if they choose to use another service.

3 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Let me  
4 switch to the issue of Section 230 of the Communications  
5 Decency Act. You heard me say in my opening statement that  
6 this provides broad liability protections for you and other  
7 technology companies for good faith restrictions, that when  
8 Google thinks something is obscene, lewd, lascivious,  
9 filthy, excessively violent, harassing or otherwise  
10 objectionable.

11 On the other hand, objectionable material, by  
12 whatever standard applied, likely elicits the most  
13 engagement from users on your site. And for Google,  
14 increased engagement potentially means increased revenue.  
15 However, it is important for Google to make very clear where  
16 it draws the line, and I don't believe Google has done its  
17 best to make that clear.

18 So what I would ask is the following: Would Google  
19 or YouTube be willing to make changes in support of a  
20 healthier civic dialogue, if doing so meant a drop in user  
21 engagement metrics?

22 MR. SUNDAR PICHAI: Absolutely, Mr. Chairman. We  
23 have a long track record of, we've always focused on long  
24 term goals towards user satisfaction. We focus on their  
25 knowledge, happiness, success and -- and that's what we work

1 hard to create. It is important to us that platforms like  
2 YouTube are viable over the long run. It's in our natural  
3 incentive to do so.

4 YouTube is place where users, advertisers and  
5 content creators who make their livelihoods, use the  
6 platform. And so, we want to make this work in a  
7 sustainable way.

8 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: When it  
9 comes to political advertising, as you know, some of your  
10 competitors in other advertising media are required by law,  
11 to offer the same rate, the lowest rate, as a matter of  
12 fact, to all political candidates. So, for example, that's  
13 true in television, radio. Would Google -- should competing  
14 political candidates be charged the same effective ad rates  
15 to reach prospective voters?

16 MR. SUNDAR PICHAI: Our advertising products are  
17 built without any bias and the -- and the rates are  
18 competitive, set by a live auction process. So depending on  
19 the keywords for which you're bidding for, depending on the  
20 demand that is in the auction, the prices are automatically  
21 calculated. So, you know, the system decides that based on  
22 supply and demand.

23 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I  
24 understand it's automatically calculated, but could two  
25 competing political candidates, targeting the same audience,

1 see different add rates? And if yes, could that disparity  
2 be substantial?

3 MR. SUNDAR PICHAI: Yeah. There wouldn't be a  
4 difference based on, you know, any political reasons, unless  
5 there are keywords which are of particular interest in the  
6 market determines it. So it's -- it's essentially a supply  
7 and demand equilibrium. It can lead to difference in rates,  
8 but it will vary from time to time.

9 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Can those  
10 rates be very substantial, in difference?

11 MR. SUNDAR PICHAI: There could be occasions where  
12 yes, there could be difference in rates? Yeah. I haven't  
13 looked at the specifics of it. Yeah.

14 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: So the  
15 result is different than in other markets, like television  
16 or radio, where every candidate is entitled to the lowest  
17 rate that that television station or radio station offers to  
18 any political candidate for office?

19 MR. SUNDAR PICHAI: We, you know, there could be  
20 variations based on the time of the day, the keywords you're  
21 choosing to go for, you know, the geographies you're  
22 advertising and -- but it's decided by the system and -- and  
23 it's a process we've done for over 20 years. And let me  
24 assure you, anything to do with our civic process, we make  
25 sure we do so in a nonpartisan way, and it's really

1 important for us.

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you.  
3 The Chair recognizes the gentleman from New York, Mr. Nadler  
4 for five minutes.

5 REPRESENTATIVE JERROLD NADLER: Thank you, Mr.  
6 Pichai. According to media reports, Google found evidence  
7 that -- well, let me go to the other one first. Google  
8 found a bug in its Google Plus social media platform that  
9 could have potentially exposed the private data of up to  
10 half a million users without the consent to third party  
11 developers. Google, however, did not disclose this bug  
12 until months later after it was revealed by report in The  
13 Wall Street Journal. Yesterday, as I mentioned before, they  
14 found an -- you announced another bug.

15 What legal obligations is the company under to  
16 disclose data exposures that do not involve sensitive  
17 financial information, but still involve private personal  
18 data, like a user's name, age, email address or phone  
19 number?

20 MR. SUNDAR PICHAI: Congressman, we take privacy  
21 seriously. The bugs you mentioned are bugs. We -- we found  
22 them by either doing an audit or, you know, using our  
23 automated testing systems. Whenever we find any bugs we  
24 follow, you know, it gets escalated to our privacy and data  
25 production office, and we comply with --

1 REPRESENTATIVE JERROLD NADLER: I'm -- I'm not  
2 criticizing what you do. I'm asking what legal obligation  
3 is the company under to disclose such -- such data  
4 exposures. That don't involve financial information. But  
5 still involve other personal information?

6 MR. SUNDAR PICHAI: It depends on the situation.  
7 We follow the requirements. And -- and in that case, in the  
8 first case, typically we look at our legal requirements, but  
9 we go above and beyond to make sure we do the right thing  
10 for our users. In the first case, both there was no  
11 evidence data was misused and we couldn't accurately --

12 REPRESENTATIVE JERROLD NADLER: I understand all  
13 that, but my question is: What legal obligations are there?

14 MR. SUNDAR PICHAI: You know today, right now, if  
15 you're found a bug, you know, and you ascertain -- once  
16 you've done the investigation and you have ascertained the  
17 users who are eligible for notification, my understanding is  
18 you have 72 hours, and we both notify users, as well as,  
19 regulators in that time frame.

20 REPRESENTATIVE JERROLD NADLER: Okay. Thank you.  
21 Now, according to media reports, Google found evidence that  
22 Russian agents spent thousands of dollars to purchase ads on  
23 its advertising platforms, that span multiple Google  
24 products, as part of the agents, the Russian agents,  
25 campaign to interfere in the election two years ago.

1           Additionally, Juniper Downs, head of global policy  
2           for YouTube, testified in July that YouTube had identified  
3           and shut down multiple -- and shut down multiple channels  
4           containing thousands of videos associated with the Russian  
5           misinformation campaign.

6           Does Google now know the full extent to which its  
7           online platforms were exploited by Russian actors in the  
8           election two years ago?

9           MR. SUNDAR PICHAI: We have, you know, we undertook  
10          a very thorough investigation and in 2016, we -- we now know  
11          that there were two main ad accounts linked to Russia  
12          which -- which, you know, advertised on Google for about  
13          \$4,700 in advertising. We also found other limited --

14          REPRESENTATIVE JERROLD NADLER: A total of \$4,700.

15          MR. SUNDAR PICHAI: That's right, which was -- you  
16          know, no amount is okay here, but, you know, but we found  
17          limited activity, improper activity. We've learned a lot  
18          from that, and we've, you know, dramatically increased the  
19          protections we have around our election offerings. Leading  
20          up to the current elections, we did -- we again found  
21          limited activity, both from the internet research agency in  
22          Russia, as well as, accounts linked to Iran.

23          REPRESENTATIVE JERROLD NADLER: And what -- what  
24          specific steps have you taken, including during the recent  
25          2018 elections, to protect against further interference by

1 Russia or other hostile foreign powers?

2 MR. SUNDAR PICHAI: We've undertaken significant  
3 review of how ads are bought. You know, we look for the  
4 origin of these accounts. We share and collaborate with law  
5 enforcement, other technology companies, and we essentially  
6 are investing a lot of effort and oversight in this area.

7 REPRESENTATIVE JERROLD NADLER: And looking ahead  
8 to the next congress, I assume we can have your assurances  
9 that Google will work with this committee, as we examine the  
10 issue of how to better secure our elections from future  
11 foreign interference?

12 MR. SUNDAR PICHAI: Congressman, protecting our  
13 elections is foundational to our democracy. And you -- you  
14 have my full commitment that we'll do that.

15 REPRESENTATIVE JERROLD NADLER: Okay. My last  
16 question because the time is running out, what are you  
17 doing, what is Google doing, to combat the spread of white  
18 supremacy and right-wing extremism across YouTube?

19 MR. SUNDAR PICHAI: Congressman, YouTube is an  
20 important platform. We do want to allow for diverse  
21 perspectives and opinions, but we have rules of the road.  
22 We have clear content policies and we have policies against  
23 many categories and we -- we are transparent about these  
24 policies. And, you know, and when we find violations on our  
25 policies, we do remove those videos and handle content.



1 REPRESENTATIVE JERROLD NADLER: When you find  
2 violations, you want?

3 MR. SUNDAR PICHAI: Of your -- of our policy. For  
4 example, we have policies against hate speech and we clearly  
5 define them. And if we find any violations there, we do  
6 take down the -- take down content.

7 REPRESENTATIVE JERROLD NADLER: When you take down  
8 the content, do you note who put it up, so you can flag  
9 future content from the same sources?

10 MR. SUNDAR PICHAI: We -- we -- we on -- you know,  
11 we look at it on a video by video basis. To the extent  
12 there are repeat offenses from same account, we do take into  
13 account and we notify the content creator and we follow up  
14 accordingly.

15 REPRESENTATIVE JERROLD NADLER: Thank you, very  
16 much. I yield back.

17 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
18 recognizes the gentleman from Texas, Mr. Smith, for five  
19 minutes.

20 REPRESENTATIVE LAMAR SMITH: Thank you, Mr.  
21 Chairman. Mr. Chairman, Google has revolutionized the  
22 world, though not entirely in the way I expected. Americans  
23 deserve the facts objectively reported. The muting of  
24 conservative voices by internet platforms has intensified,  
25 especially during the presidency of Donald Trump. More than

1 90 percent of all internet searches take place on Google or  
2 its subsidiary YouTube, and they are curating what we see.

3 Google has long faced criticism for manipulating  
4 search results to sensor conservatives. Conservative  
5 individuals and organizations have had their pro-Trump  
6 content tagged as hate speech or had their content reduced  
7 in search results. And enforcement of immigration laws has  
8 been tagged as hate speech, as well. Such actions pose a  
9 grave threat to our democratic form of government.

10 PJ Media found that 96 percent of search results  
11 for Trump were from liberal media outlets. In fact, not a  
12 single right leaning site appeared on the first page of  
13 search results. This doesn't happen by accident, but is  
14 baked into the algorithms. Those who write the algorithms  
15 get the results they must want, and apparently management  
16 allows it. Dr. Robert Epstein, a Harvard trained  
17 psychologist authored a study recently that showed Google's  
18 biased likely swung 2.6 million votes to Hillary Clinton in  
19 the 2016 election.

20 Google could well elect the next president with  
21 dire implications for our democracy. This should be of real  
22 concern to all, but the most politically partisan. Those at  
23 the top set the tone. It will require a herculean effort by  
24 the chief executive and senior management to change the  
25 political bias now programmed into the company's culture.

1 And, Mr. Pichai, let me ask my first question,  
2 about those examples of political bias that I just  
3 mentioned, and you're going to hear others, too. In your  
4 opening statement, you mentioned your desire to provide  
5 information that was without political bias. Clearly that's  
6 not working. So what are you going to improve that  
7 situation?

8 MR. SUNDAR PICHAI: Congressman, thanks for the  
9 question. If I may, some of the studies you mentioned, we  
10 have investigated those. There are -- there are other  
11 studies which I've looked at that. We have found issues  
12 with the methodology and the sample size and so on. But let  
13 me step back and say, providing users with high quality,  
14 accurate and trusted information is sacrosanct to us. It's  
15 what our principles are and our business interests, our  
16 natural, long term incentives, are aligned with that. We  
17 want to serve users everywhere and we need to earn the trust  
18 in doing so.

19 REPRESENTATIVE LAMAR SMITH: Right. So -- so what  
20 actions are you going to take, to try to counter the  
21 political bias in some of those examples that I just gave?  
22 I mean, they're irrefutable. So it -- it occurs. You have  
23 to take some responsibility for that bias. What do you  
24 intend to do about it?

25 MR. SUNDAR PICHAI: Congressman, with respect Dr.

1 Epstein's study, we investigated. We -- we don't agree with  
2 the methodology. Happy to follow up with your office and  
3 give our findings.

4 REPRESENTATIVE LAMAR SMITH: Right.

5 MR. SUNDAR PICHAI: On that -- on that study.  
6 When -- when we look at it, we evaluate our studies to  
7 evaluate our search results. Today, we use a very robust  
8 methodology, and we've been doing this for 20 years. Making  
9 sure the results are accurate is what we need to do well and  
10 we work hard to do that.

11 REPRESENTATIVE LAMAR SMITH: What does methodology  
12 have to do with the fact that 96 percent of the references  
13 to Trump are from liberal media.

14 MR. SUNDAR PICHAI: There are always studies, you  
15 know, which can show one -- one set of data and arrive at  
16 conclusions. But we have looked at results on our top news  
17 category. We find that we have a wide variety of sources,  
18 including sources from the left and sources from the right.  
19 And we're committed to making sure there's diverse  
20 perspectives.

21 REPRESENTATIVE LAMAR SMITH: By the way, the study  
22 that I referred to was done by a self-proclaimed Democrat,  
23 who voted for Hillary Clinton and said he regretted to find  
24 what he found, but he felt it was irrefutable and no one has  
25 been able to disprove him.

1           Let me go to another question, and that is, clearly  
2           there may be a difference of opinion, as to the degree or  
3           amount of political bias. Would you agree to allow an  
4           independent entity to study your search results for  
5           political bias? I know you have individuals studying that  
6           now, but you appointed them. Would you allow a third party,  
7           independent, outside organization to study your search  
8           results and cooperate with them to determine the degree, if  
9           any, of political bias?

10           MR. SUNDAR PICHAI: Congressman, if I may make two  
11           points. One is today there have been independent third  
12           party studies looking at search results. The economist --

13           REPRESENTATIVE LAMAR SMITH: But you -- but you  
14           chose those third parties. I'm talking about someone truly  
15           independent.

16           MR. SUNDAR PICHAI: We didn't choose those third  
17           parties. I mean, they completed those studies. The second,  
18           is we're transparent as to how we evaluate search.

19           REPRESENTATIVE LAMAR SMITH: Yeah.

20           MR. SUNDAR PICHAI: We publish our rater  
21           guidelines. We published it externally.

22           REPRESENTATIVE LAMAR SMITH: Right.

23           MR. SUNDAR PICHAI: And raters evaluate it. And  
24           that's how we -- you know, we are trying hard to understand  
25           what users want and -- and this is something important to us

1 to get right. I'm happy to follow up and explain the  
2 methodology and the studies which have been done by  
3 independent third parties.

4 REPRESENTATIVE LAMAR SMITH: Okay. To my  
5 knowledge, again, you have picked those third parties, and  
6 I'd like to have someone truly independent study those  
7 results, number one. Number two, also to my knowledge,  
8 you've never sanctioned any employee for any type of -- for  
9 manipulating the search results, whatsoever. Is that the  
10 case?

11 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The time  
12 of the gentleman has expired, but Mr. Pichai will be allowed  
13 to answer the question.

14 MR. SUNDAR PICHAI: And very quickly. It's not  
15 possible for an individual employee or groups of employee to  
16 manipulate our search results. You know, we have a robust  
17 framework, including many steps in the process and -- and --

18 REPRESENTATIVE LAMAR SMITH: Well, my time is up.  
19 Let me just say, I disagree. I think humans can manipulate  
20 the process. It is a human process at it's base. Thank  
21 you, Mr. Chairman. Yield back.

22 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
23 recognizes the gentlewoman from California, Ms. Lofgren, for  
24 five minutes.

25 REPRESENTATIVE ZOE LOFGREN: Thank you, Mr.

1 Chairman. And thank you for being here, Mr. Pichai. Google  
2 is located in Santa Clara County, my home. And I've got to  
3 say that, you know, in contrast to the recent Amazon effort  
4 for a headquarters, they are proposing, Google is proposing,  
5 to establish a facility in downtown San Jose, and they  
6 didn't ask for any tax subsidies. In fact, they're  
7 purchasing the land and paying the city gobs of money.

8 I'm going to be parochial and ask a question,  
9 because I think most people in San Jose are excited by the  
10 proposal, but there's anxiety about the impact on housing  
11 and whether Google intends to be a partner with the city of  
12 San Jose to make sure that we accommodate the housing that  
13 will be necessary for the 20,000 additional employees that  
14 are proposed in San Jose.

15 MR. SUNDAR PICHAI: Sorry. I missed the last part  
16 of your question.

17 REPRESENTATIVE ZOE LOFGREN: Whether you would be a  
18 partner with the city, in helping to provide additional  
19 housing to accommodate these employees?

20 MR. SUNDAR PICHAI: Congresswoman, it's an  
21 important question. We deeply care about the community  
22 where we -- where we work. As part of this effort, we have  
23 done wide outreach, and we are -- we have committed to  
24 making sure there's affordable housing at varying affordable  
25 levels.

1 REPRESENTATIVE ZOE LOFGREN: Very good.

2 MR. SUNDAR PICHAI: As -- as part of -- as part of  
3 the development.

4 REPRESENTATIVE ZOE LOFGREN: Thank you, so much.

5 MR. SUNDAR PICHAI: And we're already in touch with  
6 the city leaders there.

7 REPRESENTATIVE ZOE LOFGREN: Thank you, so much.  
8 You know, there's so many questions and we're not going to  
9 be able to deal with them all today. I'm hoping in the next  
10 congress we will be able to visit with you and other tech  
11 companies, to go through issues of privacy, data  
12 localization and its relationship to human rights,  
13 competition policies, the issue of takedown requests by  
14 authoritarian regimes, encryption policy and what's going on  
15 in Australia, filtering and confirmation bias and its impact  
16 on society generally, both culturally and politically. But  
17 we can't do that in the five minutes we have here today.

18 So I would just like to revisit some of the  
19 questions that have already been asked. The chairman asked  
20 about location policies in your Android system, and you  
21 pointed to various apps that might provide information.  
22 Let's say I got an Android phone and, unlike most people, I  
23 don't have a single app on that phone. What information  
24 would be collected?

25 MR. SUNDAR PICHAI: Congressman, there is -- there



1 is a device specific location setting which -- which you can  
2 turn on or off and.

3 REPRESENTATIVE ZOE LOFGREN: Let's say I turn it  
4 off.

5 MR. SUNDAR PICHAI: Turn it off. There's no  
6 location information sent from that device.

7 REPRESENTATIVE ZOE LOFGREN: Okay.

8 MR. SUNDAR PICHAI: But this is a complex area.  
9 There are times, for example, your IP address may include  
10 some location information.

11 REPRESENTATIVE ZOE LOFGREN: Correct.

12 MR. SUNDAR PICHAI: And it's an area we're coming  
13 here to doing more to make it easier.

14 REPRESENTATIVE ZOE LOFGREN: Now, manipulation of  
15 search results. I think it's important to talk about how  
16 search works. Right now, if you Google the word idiot under  
17 images, a picture of Donald Trump comes up. I just did  
18 that. How would that happen? How does search work so that  
19 that would occur?

20 MR. SUNDAR PICHAI: We provide search today for any  
21 time you're typing a keyword. We, as -- as Google, we have  
22 crawled, we've gone out and crawled and stored billion --  
23 copies of billions of web pages in our index. And we take  
24 the keyword and match it against web pages and rank them  
25 based on over 200 signals, things like relevance, freshness,

1 popularity, how other people are using it. And -- and based  
2 on that, you know, at any given time, we try to rank and  
3 find the best results for that query. And then we evaluate  
4 them at external raters, to make sure that -- and they  
5 evaluate it to objective guidelines. And -- and that's how  
6 we make sure the process is working --

7 REPRESENTATIVE ZOE LOFGREN: So it's not some  
8 little man sitting behind the curtain, figuring out what  
9 we're going to show the user? It's basically a compilation  
10 of what users are generating and trying to sort through that  
11 information?

12 MR. SUNDAR PICHAI: Last year, we served over 3  
13 trillion searches. And just -- just as a fact, every single  
14 day, 15 percent of the searches Google sees, we've never  
15 seen them before. So -- so this is working at scale and,  
16 you know, we don't, you know, manually intervene on any  
17 particular search result.

18 REPRESENTATIVE ZOE LOFGREN: I -- I would just like  
19 to note, from time to time, my colleagues on the other side  
20 of the aisle complain that they hear an individual engineer  
21 appears to be a Democrat and I'd just like to put this in  
22 context. In Santa Clara County, Donald Trump in the -- in  
23 the 2016 election got 20 percent of the vote. That's how  
24 much of the vote he got. So it's not a surprise that the  
25 engineers who live in Santa Clara county would reflect that

1       general political outcome.

2               That has nothing to do with the algorithms and the  
3       really automated process that is the search engine that  
4       serves us. You know, if we didn't have Google, we wouldn't  
5       be able to find any information in -- in the efficient way  
6       that we do. I look forward, next year, to working with you  
7       on some of the very serious questions that we face. It's  
8       pretty obvious that bias against conservative voices is not  
9       one of them. Thank you very much. My time has expired.

10      Mr. --

11               CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
12      recognizes the gentleman from Ohio, Mr. Chabot for five  
13      minutes.

14               REPRESENTATIVE STEVE CHABOT: Thank you, Mr.  
15      Chairman. And Mr. Pichai, let me start out with something  
16      real quickly. We've heard several times this morning, the  
17      mention that 90 percent of the time that a person, he or  
18      she, does an internet search, that it's through Google.  
19      Would you basically agree that that's -- that's true?

20               MR. SUNDAR PICHAI: More than ever, there are many  
21      ways users access information. Just to give an example, if  
22      you're -- if you're trying to shop, if you're trying to buy  
23      something, more than 50 percent of product searches  
24      originated with Amazon in the U.S. today. If you're looking  
25      for information on -- on news, today you can get it from

1 more sources than ever before.

2 REPRESENTATIVE STEVE CHABOT: But do you -- do you  
3 dispute, then the 90 percent number?

4 MR. SUNDAR PICHAI: You know, our internal -- I  
5 mean, it's tough for us to assess the numbers. There are  
6 external studies which have shown different numbers,  
7 including lower numbers than that.

8 REPRESENTATIVE STEVE CHABOT: Okay. Okay. Now,  
9 you've -- you've heard the allegation this morning. I know  
10 you dispute it, but you've heard the allegation, that there  
11 is a bias in favor of liberal or progressive points of view  
12 and against a more conservative point. You -- you've heard  
13 that this morning already; is that correct?

14 MR. SUNDAR PICHAI: Yes, I have.

15 REPRESENTATIVE STEVE CHABOT: Okay. Let -- let me  
16 tell you now, about a first hand experience that -- that  
17 I've had. I do a weekly blog. I've been doing it for the  
18 better part of nine years now. And a while back,  
19 Republicans in the house passed legislation to repeal and  
20 replace Obamacare. Our bill was called the American  
21 Healthcare Act or the AHCA. When I was writing my blog  
22 about that, I -- I Googled American Healthcare Act, and  
23 virtually every article was an attack on our bill.

24 Article after article alleging that our bill would  
25 result in millions and millions of people losing the great

1 care that they were supposedly getting under Obamacare. I  
2 would argue that was completely false, but it wasn't until  
3 you got to the third or fourth page of search results before  
4 you found anything remotely positive a about our bill.

5 Let me give you a second example. The Republican  
6 tax cut bill was passed about a year ago, the Tax Cuts  
7 and -- and Jobs act, same story. Article after article  
8 attacking the Republican tax cut plan, alleging the tax cuts  
9 only went to the rich, when, in actuality, about 85 percent  
10 of tax payers got their taxes cut, including millions and  
11 millions of middle class tax payers. And once again, to  
12 find any article that had anything remotely good to say  
13 about our plan, you had to go deep into the -- into the  
14 search results.

15 Now, I know Google's attitude. The algorithm made  
16 us do it, but I -- I don't know that I buy that. How -- how  
17 do you explain this apparent bias on Google's part against  
18 conservative points of view, against conservative policies?  
19 Is it just the algorithm or -- or is there more happening  
20 there?

21 MR. SUNDAR PICHAI: Congressman, I understand the  
22 frustration at seeing negative news. And, you know, I see  
23 it on me on Google. There are times you can search on  
24 Google and page after page there's negative news, which we  
25 reflect. But what -- what is important here is we use a

1 robust methodology to reflect what is being said about any  
2 given topic, at any particular time and we try to do it  
3 objectively using a set of rubrics.

4 It is in our interest to make sure we reflect  
5 what's happening out there, in the best, objective manner  
6 possible. I can comment to you, and I can assure you, we do  
7 it without regards to political ideology. Our algorithms  
8 have no notion of political sentiment --

9 REPRESENTATIVE STEVE CHABOT: -- not -- I'm -- I'm  
10 going to run out of time here. I apologize for  
11 interrupting, but and -- and I -- and I sincerely believe  
12 that -- that you believe what you're saying here. But  
13 you've got a almost 90,000 employees, somebody out there is  
14 doing something that -- that just isn't working, if you're  
15 looking for unbiased results.

16 And I've seen this first hand, time after time. I  
17 just mentioned two of the most obvious ones that people  
18 would remember, yeah, those bills, heard about those. So  
19 I -- I've seen it -- if what is -- what I've described and  
20 some others. I'm sure you're going to hear other examples.

21 If it is happening, do you see how conservative  
22 believe that your company is kind of putting their thumb on  
23 this scale, so to speak, that you're in effect picking  
24 winners and losers and political discourse out there in  
25 America today and therefore actually affecting elections?

1           And -- and do you see why conservative would be  
2           concerned about this and why we're asking these kinds of  
3           questions today? There's a lot of people that think what  
4           I'm saying here is happening and I think it's happening. So  
5           I -- I've only got about 20 seconds to go, but I'll yield to  
6           you.

7           MR. SUNDAR PICHAI: Congressman, it's important to  
8           me that I -- I understand these concerns. This is why I --  
9           I've been trying to reach out and meet people. We've --  
10          we've done outreach. We want to explain how these things  
11          work. We are happy to look at independent studies. It's  
12          important to us to demonstrate that our products work  
13          without any bias and -- and we build our products in a  
14          neutral way. And I'm happy to follow up and look forward  
15          to, you know, getting a chance to explain it better.

16          REPRESENTATIVE STEVE CHABOT: Thank you, very much.  
17          And I appreciate your willingness to follow up, because  
18          there's, I think, a lot of people have a lot of questions.  
19          And I know I'm already out of time, but let me also thank  
20          Google for one thing, and I happen to be chair of the House  
21          Small Business Committee, and your company has worked with  
22          an awful lot of small businesses all across the country,  
23          created a lot of jobs. And I commend you for that. Yield  
24          back.

25          CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair

1 recognizes the gentleman from Georgia -- sorry, the  
2 gentlewoman from Texas, Ms. Jackson Lee, for five minutes.

3 REPRESENTATIVE JACKSON LEE: Good morning, Mr.  
4 Pichai. I'm -- I'm right here. It's a pleasure to have you  
5 here this morning. I'm going to try and answer very or  
6 offer to you questions, initially, that require just a yes  
7 or no answer, if you would. Does Google choose conservative  
8 voices over liberal voices?

9 MR. SUNDAR PICHAI: We approach our work without  
10 any political bias. We build it in a neutral way.

11 REPRESENTATIVE JACKSON LEE: The answer is no or  
12 yes or no?

13 MR. SUNDAR PICHAI: No, congresswoman.

14 REPRESENTATIVE JACKSON LEE: If hate speech  
15 provokes violence, is that the definition be -- other  
16 aspects that you consider, that you would take it down? I  
17 know there are other aspects, but particularly encouraging  
18 violence, does that get taken down?

19 MR. SUNDAR PICHAI: In -- primary purpose of  
20 inciting violence is what we consider as hate speech. Yes,  
21 congresswoman.

22 REPRESENTATIVE JACKSON LEE: And it would be taken  
23 down?

24 MR. SUNDAR PICHAI: Yes. We would remove.

25 REPRESENTATIVE JACKSON LEE: I want to just take



1 note of the fact that I look forward to best practices when  
2 we start the 116th congress in terms of having more  
3 hearings. My view is that this committee has washed its  
4 hands clean of engaging in meaningful oversight of  
5 technology platform efforts to sift through content being  
6 sold by hostile foreign actors, actors claiming to heighten  
7 social division at the peril of democracy.

8 I won't ask a question on that, but I will make  
9 mention of the Universal Declaration of Human Rights,  
10 Article 12, which says no one should be subjected to  
11 arbitrary interference with privacy. And it's been noted  
12 that Google does engage in reviewing emails. Would you  
13 commit to adhering to Article 12 of the Declaration of Human  
14 Rights as it relates to protecting the privacy of individual  
15 emails?

16 MR. SUNDAR PICHAI: You know, we think privacy is  
17 an important individual right. It's an important human  
18 right and -- and we're committed to upholding that and happy  
19 to engage in any discussions with respect to that.

20 REPRESENTATIVE JACKSON LEE: I'd like to do so. We  
21 know that building the U.S. economy through innovation is  
22 very important. I would like to know whether or not you  
23 would be open to Google involving the AI economy to  
24 nontraditional areas of social economic groups. Data shows  
25 the impact of not having that access. Would you be welcome

1 or would you welcome invitations to those communities to do  
2 more than what has been done?

3 MR. SUNDAR PICHAI: Definitely. Absolutely, yes.

4 REPRESENTATIVE JACKSON LEE: You received a letter  
5 from the Senate a few weeks ago, regarding illegal drug  
6 sales is quite extensive. And my question is: Have you  
7 made any efforts to deal with the facilitating of sale of  
8 counterfeit, substandard and falsified medicines sold  
9 through illegal online pharmacies?

10 MR. SUNDAR PICHAI: Congresswoman, there's a  
11 national crisis. We have undertaken a lot of work in this  
12 area. We -- we just recently rolled out, we participated in  
13 National Take-Back Day. In Google maps, we showed drop off  
14 locations. We work with law enforcement here, and just last  
15 week we received a corporate citizenship award from  
16 Partnership for a Drug-Free America, and we are very  
17 committed to doing more work in this area.

18 REPRESENTATIVE JACKSON LEE: We applauded you in  
19 2010, when Google took a very powerful stand of principal  
20 and democratic values over profits and came out of China. I  
21 am concerned that you are now going back into China and  
22 upholding the Dragonfly procedures which would help sensor  
23 Chinese persons seeking a lifeline of democracy and freedom.  
24 How can you do that and what are you doing to minimize or to  
25 indicate that this is not best practices?

1 MR. SUNDAR PICHAI: Congresswoman, at the outset,  
2 right now, we have no plans to launch in China. We have --  
3 we don't have a search product there. Our -- our core  
4 mission is to provide users access to information. And  
5 getting access to information is an important human right.  
6 So we are always compelled, across the world, to try hard to  
7 provide that information. And -- but right now, there are  
8 no plans to launch search in China. I'm committed to being  
9 fully transparent, including with policymakers, to the  
10 extent we ever develop plans to do that.

11 REPRESENTATIVE JACKSON LEE: I'd like to pursue  
12 that with you, and I thank you for that. I think that was  
13 an important statement. My community is diverse. As you  
14 well may have heard, the Congressional Black Caucus has been  
15 working extensively with Google and other search engines to  
16 recognize there are not enough individuals of diversity and  
17 African Americans.

18 My district has a huge number of musicians, artists  
19 and creators from all areas of entertainment. I'd be  
20 interested in what efforts are being taken by Google's  
21 platform, YouTube, to promote diversity inclusion with its  
22 employees. What are the demographics of YouTube's U.S.  
23 employees and also, how is YouTube currently distributing  
24 resources for U.S. diversity, but the focuses on diversity.  
25 What are you doing? YouTube is a great message and there is

1 a whole population growing of diverse persons, including  
2 African Americans.

3 MR. SUNDAR PICHAI: Diversity is an area where --  
4 where we are very committed to. YouTube, as you  
5 highlighted, it is a platform where, as we reach out to  
6 content creators, we want to ensure there is diverse  
7 perspectives. And we do reach out to minority communities  
8 and we engage with them, to make sure they have a voice on  
9 the platform. It's something we are committed to doing.

10 As a company, we are -- we've been undertaking a  
11 lot of work. We were one of the first to publish a  
12 transparency report. We publish our representation numbers  
13 externally. There is a lot more work left to do. We  
14 acknowledge that, but it's an area, I know, we've engaged  
15 with the Congressional Black Caucus and we're committed to  
16 doing more.

17 REPRESENTATIVE JACKSON LEE: Let me invite you to  
18 Texas and the 18th Congressional District on these very  
19 important issues, and I'd like to work with Google, as we go  
20 forward on some of the many issues that I've raised here  
21 today.

22 MR. SUNDAR PICHAI: It would be a pleasure to do  
23 that.

24 REPRESENTATIVE JACKSON LEE: I thank you, very  
25 much. Mr. Chairman, I'd like to put into the record a

1 letter from epic.org dated December 10, 2018 as unanimous  
2 consent, Mr. Chairman.

3 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Without  
4 objection.

5 REPRESENTATIVE JACKSON LEE: And let me thank the  
6 witness for his testimony. Thank you also, for your work.

7 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
8 thanks the gentlewoman. Recognizes the gentleman from  
9 California, Mr. Issa for five minutes.

10 REPRESENTATIVE DARRELL ISSA: Thank you, Mr.  
11 Chairman. Mr. Pichai, I would like to follow up on some of  
12 the gentlemen that came before me on the side of the dais,  
13 who talked about the -- the bias. And -- and I know that  
14 the gentle lady from Texas and some of the others said there  
15 is no bias. But I'd like to -- to pick up where Sheila  
16 Jackson Lee just left off, because I think it's important.  
17 She used numbers and out -- outcome that she either has or  
18 believes exists, to say that you have to do better in the  
19 minority community. Do you agree with that?

20 MR. SUNDAR PICHAI: As a company, we are committed  
21 to making sure --

22 REPRESENTATIVE DARRELL ISSA: No, no. But  
23 statistically, the outcome that she measures is how she asks  
24 you to do better, because your outcome is insufficient  
25 relative to the size of her community. Do you agree with

1           that?

2                   MR. SUNDAR PICHAI: You know, I interpret it as we  
3           today don't have enough representation internally --

4                   REPRESENTATIVE DARRELL ISSA: Very good. You got  
5           her point. Now, here's the point that I think we're giving.  
6           If you measure the outcome such as some of those that were  
7           just listed by the gentleman from Texas and Ohio, what you  
8           find is that there is an appearance of bias, including,  
9           quite frankly, the outcome of search engines. Even the  
10          question of whether if I pay for advertising and my  
11          democratic opponent pays for advertising, the -- if the  
12          characteristic of what we happen to search for somehow is  
13          more expensive, if you're trying to get conservative than  
14          Republican, those are outcome events.

15                  Will you commit to look in the case of political  
16          potential, political bias in all aspects of your very large  
17          company, to look at the outcome, measure the outcome and see  
18          if, in fact there is evidence of bias using that. And then  
19          work backwards, to see if some of that can be evened to what  
20          would appropriately be the outcome? Do you see my point  
21          there?

22                  MR. SUNDAR PICHAI: Congressman, I understand. We  
23          don't want any -- while I'm confident we don't approach our  
24          work -- work with any political bias, I -- I think it's  
25          important to me that we always look at outcomes and we

1 assess to make sure there's no evidence of bias.

2 REPRESENTATIVE DARRELL ISSA: And -- and the reason  
3 I give you this point, for most of my adult life, there have  
4 been laws on the book to stop the events that Ms. Jackson  
5 Lee speaks of. We have had laws to protect minority  
6 communities. We have had laws to protect against  
7 segregation and bias. And yet, there are measurements that  
8 are still being used, including, quite frankly, we create  
9 districts that are dedicated to minorities in this country  
10 under federal orders, because of a history or a measurement  
11 of outcome.

12 And I would ask you to -- to seriously come back,  
13 commit to measure. And when you find an outcome that is  
14 inconsistent with that which would be ordinarily  
15 predictable. I mean, we are two parties relatively tied in  
16 the outcome of elections on a global -- on a national basis.  
17 If that outcome doesn't come out similar, then, in fact, you  
18 have the evidence to work backwards and see if, in fact,  
19 policies can be found which are causing that artificially.

20 And which, by the way, might include an overzealous  
21 liberal crowd that simply spends more time trashing  
22 Republicans than vice versa. That might be what you find,  
23 but unless you look at the outcome, you're always going to  
24 say, well, we seem to be fair, but the outcome measured by  
25 my colleagues will, in fact, not work out.

1 MR. SUNDAR PICHAI: Congressman, I -- I think it's  
2 a valid point. I appreciate it and happy to engage more and  
3 follow up on it.

4 REPRESENTATIVE DARRELL ISSA: Thank you. I want to  
5 get through just two more quick things. In your opening  
6 statement and in the questions you've asked, you have talked  
7 about turning off location and other data collection. And  
8 there are two things that I'm concerned about. Can you  
9 commit, as you go through generation 15, 16, 17 of your  
10 software, to improve the dashboard, the transparency and the  
11 tools available to teach people how to protect their  
12 privacy, how to offload data, how to, in fact, turn off  
13 things they may not want to have, in order to gain privacy?

14 MR. SUNDAR PICHAI: It's an area we want to do  
15 better. You know, I want to acknowledge as -- as the  
16 company has grown a lot, you know, there is -- there is  
17 complexity, and, you know, it's something I do think we can  
18 do better. You know, more than other com -- we do today,  
19 show clear dashboards with the data and give controls, but  
20 we want to simplify it, make it easy for average users to  
21 navigate these settings and -- and it's something we are  
22 working on.

23 REPRESENTATIVE DARRELL ISSA: And I will tell you,  
24 each time I try to turn it on and off, refreshing my memory  
25 is a pain, because there is no simple place to go to find



1 out how to do it. But the reality is, I agree, that you do  
2 have a dashboard; most don't. I ask unanimous consent now  
3 that an article from The Wall Street Journal, October 8th of  
4 2018, be placed in the record.

5 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Without  
6 objection.

7 REPRESENTATIVE DARRELL ISSA: And in that article,  
8 it talks about that the user data be -- breach, and it also  
9 makes us aware that there's a memorandum at Google, and that  
10 memorandum has been requested by multiple members of  
11 Congress, including Senator Thune. Would you commit to  
12 provide that memorandum to Congress, so that we can know  
13 more about the internal workings related to this breach?

14 MR. SUNDAR PICHAI: You know, I'm happy to have my  
15 office follow up on it. I'm not fully aware of all the  
16 specifics there, but definitely I can commit to following up  
17 with your office on it.

18 REPRESENTATIVE DARRELL ISSA: Thank you. Thank  
19 you, Mr. Chairman. Yield back.

20 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Chair,  
21 thanks the gentleman. Recognizes the gentleman from  
22 Tennessee, Mr. Cohen, for five minutes. Thank you, Mr.  
23 Chair. Howdy.

24 REPRESENTATIVE STEVE COHEN: First, I'd like to  
25 follow up what Mr. Issa was talking about. I use your

1 apparatus often or your -- your search engine, and I don't  
2 understand all of the different ways that you can turn off  
3 the locations. There's so many different things. Have you  
4 considered having an online school that people could go to,  
5 with a Google rep and you could, kind of, login and kind of  
6 ask questions or have Google. And -- and not like Comcast,  
7 where you get put on hold for 30 minutes and then find  
8 somebody who you can't understand. Something easy to talk  
9 to somebody and say, how do I do this or that?

10 MR. SUNDAR PICHAI: Congressman, we're constantly  
11 looking for better ways to do it. One of the areas is  
12 giving online tutorials. And we haven't specifically looked  
13 at an option like that, but I'm happy to take that feedback.  
14 Today, we do remind people of privacy checkups, and we walk  
15 them through a flow. Around 20 million people come to it  
16 every day. And so we do --

17 REPRESENTATIVE STEVE COHEN: That's online, though?

18 MR. SUNDAR PICHAI: That's online.

19 REPRESENTATIVE STEVE COHEN: But it -- but you  
20 don't have individuals? I find it's a lot easier to talk to  
21 somebody and go, this is what I want, because the other  
22 thing is frustrating. But if you could look at -- into  
23 that, I think would help. Privacy is something I think many  
24 people, and myself included, are interested in, but  
25 sometimes it's difficult to use the -- the device to get

1           that.

2                   MR. SUNDAR PICHAI: Definitely.

3                   REPRESENTATIVE STEVE COHEN: You said that you can  
4           turn off your location history, but that still your IP  
5           address will track your information; is that correct?

6                   MR. SUNDAR PICHAI: All I meant, not just common to  
7           Google. Today, many internet companies do collect and  
8           sometimes store IP information for security reasons. For  
9           example, we need to know the language in which we serve your  
10          search results. There may be some location information, you  
11          know, in there. Location turns out to be in the fabric of  
12          how people use internet today.

13                  I do think it's important there is legislation in  
14          this area. As a company, we want to try and simplify things  
15          and be state of the art, but it is a complex area. We  
16          realize we need to do better, and we're working on it.

17                  REPRESENTATIVE STEVE COHEN: A question about  
18          Russia. In recent months, authoritarian regimes, most  
19          prominently Vladimir Putin's regime in Russia, which seems  
20          to have first place. They're the Heisman winner of that.  
21          Have used bots to manipulate YouTube's algorithms into  
22          restricting the accessibility of online content from  
23          Democratic and human rights activists --

24                  CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Would --  
25          would the gentleman suspend.

1 REPRESENTATIVE STEVE COHEN: Sure.

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
3 individual who has --

4 REPRESENTATIVE STEVE COHEN: Stop the clock,  
5 please.

6 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: --  
7 provided us with a poster, will remove that immediately from  
8 the room or the --

9 REPRESENTATIVE STEVE COHEN: Could we have the  
10 doors closed? Could we have the doors closed?

11 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Capitol  
12 Police will escort the gentlemen out of the building.

13 REPRESENTATIVE STEVE COHEN: I feel like I'm at a  
14 USC football game in Shevarim (phonetic.)

15 CHAIR OF THE HOUSE JUDICIARY COMMITTEE:  
16 Absolutely. The gentlemen is recognized.

17 REPRESENTATIVE STEVE COHEN: And I get 20 more  
18 seconds, right? Yes, without objection. All right.

19 So in recent months, authoritarian regimes, most  
20 prominently Vladimir Putin's regime in Russia have used bots  
21 to manipulate YouTube's algorithms into restricting the  
22 accessibility of online content from Democratic and human  
23 rights activist by piling up tens of thousands of artificial  
24 dislikes to their videos.

25 I'm aware human rights activists had met with

1       representatives of Google to discuss this problem and find a  
2       way of amending the algorithms to prevent this abuse by  
3       authoritarian regimes, but so far, no systemic solution has  
4       been found. YouTube is the main platform for Democratic and  
5       human rights activists in authoritarian countries, where the  
6       mainstream media are controlled by the governments.

7               This results in YouTube algorithms, as they  
8       currently operate, putting up barriers to the distribution  
9       of such content. What is YouTube and Google currently doing  
10      to address this problem?

11             MR. SUNDAR PICHAI: Congressman, both YouTube and  
12      Google are really committed to freedom of expression. We do  
13      want to be a platform by which people can get their messages  
14      out and -- and -- and we work hard to do that. And, you  
15      know, I'm not sure of all the specifics in that particular  
16      case, but happy to follow up, but in general, we work hard.  
17      We operate around the world. Part of the reason we do it  
18      is, so that we can be a platform by which people can get  
19      their messages out and -- and including human rights  
20      activists.

21             REPRESENTATIVE STEVE COHEN: But there is the --  
22      there are ways that bots could influence the algorithm by  
23      going in and disliking or whatever; is that not right?

24             MR. SUNDAR PICHAI: You know, throughout our  
25      systems, we deal with, you know, spam bots and bots of many,

1 many kinds. It's what we've worked hard over 20 years to  
2 make sure we can counter. We have several measures in  
3 place. We deduct these activities, and we respond strongly.

4 REPRESENTATIVE STEVE COHEN: All right. To follow  
5 up on this, should I talk -- I heard on television this  
6 morning, MSNBC said you have almost 200 lobbyists, and it's  
7 amazing that they all look like Ed on. But -- but should I  
8 just talk to one of the tons and ask him to get with you on  
9 this issue?

10 MR. SUNDAR PICHAI: We'll definitely have our  
11 office follow up. Yeah.

12 REPRESENTATIVE STEVE COHEN: Thank you, sir. And,  
13 by the way, as far as MSNBC would be a news -- I mean, if  
14 you're on MSNBC, wouldn't that be in your news.

15 MR. SUNDAR PICHAI: Is MSNBC a news provider, is  
16 that your question.

17 REPRESENTATIVE STEVE COHEN: Yeah. So, if you --  
18 like, I put my name in here, Rep. Steve Cohen, I punch news.  
19 This weekend, I was on MSNBC four times, and yet the first  
20 thing that comes up is The Daily Caller. Not exactly a  
21 liberal, but I guess well known group. Then's Roll Call,  
22 then Breitbart News, then The Memphis Business Journal, then  
23 Breitbart news, then Breitbart. So it looks like you are  
24 overly using conservative news organizations on your news,  
25 and I'd like you to look into over use of conservative news

1 organizations to put on liberal people's news on Google.  
2 And if you'd let me know about that, I'd appreciate it.

3 MR. SUNDAR PICHAI: You know, we do get consents  
4 across both sides of the aisle. You know, I can -- I can  
5 assure you, we do this in a neutral way, and we do this  
6 based on the specific keyword, what we are able to assess  
7 the most relevant information.

8 REPRESENTATIVE STEVE COHEN: And I'm sure you try  
9 to, but it's hard for me to fathom being on MSNBC for like  
10 eight minutes each show, four times and there's -- there's  
11 more content on Breitbart News than MSNBC. That might say  
12 something about -- well, I'm not going to say that. Scary.  
13 Thank you, sir.

14 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Chair  
15 recognizes the gentleman from Ohio, Mr. Jordan, for five  
16 minutes.

17 REPRESENTATIVE JIM JORDAN: Thank you, Mr.  
18 Chairman. Mr. Pichai, in your opening statement you said, I  
19 lead this company without political bias and work to ensure  
20 that our products operate that way. Eliana Murillo is  
21 Google's head of multicultural marketing. Does Ms. Murillo  
22 do good work.

23 MR. SUNDAR PICHAI: I'm not directly familiar with  
24 her work, but she's an employee of Google and, you know, we  
25 are proud of our employees.

1 REPRESENTATIVE JIM JORDAN: Well, you appraised her  
2 work the day after the 2016 election. In a four page email,  
3 she wrote about her work with the Latino vote. She said,  
4 "even Sundar gave our effort a shout out." Is she referring  
5 to you there?

6 MR. SUNDAR PICHAI: She was referring to my  
7 communication around translation for a different related  
8 effort.

9 REPRESENTATIVE JIM JORDAN: Okay. Well, I'm going  
10 to look at two other sentences she had in that long email,  
11 again, recapping her work in the 2016 election with the  
12 Latino vote. She said this, "We pushed to get out the  
13 Latino vote with our features." A few lines down in her  
14 email, she qualified that sentence and she said, "We pushed  
15 to get out the Latino vote with our features, in key  
16 states." And she specifically cites the states, Florida and  
17 Nevada.

18 Near the end of her email in a similar sentence,  
19 she says, "We supported partners, like Voto Latino to pay  
20 for rides to the poles, in key states." With me? I want to  
21 kind of analyze those two sentences. "We pushed to get out  
22 the Latino vote with our features, in key states".

23 We supported partners, like Voto Latino, to pay for  
24 rides to the poles in key states. Is it fair to say the we  
25 in both sentences, Mr. Pichai, refers to Google?



1 MR. SUNDAR PICHAI: Congressman, we -- we are very  
2 concerned when there are allegations like that. We -- we --  
3 our team looked into it --

4 REPRESENTATIVE JIM JORDAN: I'm not asking you that  
5 question. I'm asking you, is it fair to say, the we in both  
6 sentences refers to the company Google?

7 MR. SUNDAR PICHAI: As Google, we wouldn't  
8 participate in any partisan efforts around any civic  
9 process. So --

10 REPRESENTATIVE JIM JORDAN: Okay.

11 MR. SUNDAR PICHAI: I don't think so.

12 REPRESENTATIVE JIM JORDAN: So this is -- so we  
13 pushed and we supported partners like Voto Latino to pay for  
14 rights in polls in key states, and we pushed to get out the  
15 Latino vote during the 2016, election. And how were they  
16 getting that done. They were getting that done by,  
17 according to Ms. Murillo, you're head of multicultural  
18 marketing, by altering your features or configuring your  
19 features in such a way and for paying for rides for people  
20 to get to the poles; is that an accurate reading of those --  
21 and that's all I'm asking. Is that -- is that fair to say  
22 what those sentences are talking about?

23 MR. SUNDAR PICHAI: Not about of all the specifics,  
24 but we did look into it. We found no evidence that, you  
25 know, there was any activity like that from Google, to this

1 organization.

2 REPRESENTATIVE JIM JORDAN: On. So she's not  
3 telling the truth.

4 MR. SUNDAR PICHAI: For sure, we didn't find any  
5 supporting evidence of any such activity.

6 REPRESENTATIVE JIM JORDAN: She said she paid for  
7 rides to the poles, and they configured their features in  
8 such a way, as to get out the Latino vote. And -- and look,  
9 look, I actually think that's all okay. Right? I think  
10 that -- that that's just a good corporate citizen,  
11 encouraging voter participation, encouraging people to  
12 participate in our election process. I think, so far, those  
13 sentences are just fine. But then there's three words at  
14 the end of each sentence, that do cause me real concern.

15 And those three words are, we pushed to get out the  
16 Latino vote with our features, in key states. Now,  
17 suddenly, it gets political. We supported partners like  
18 Voto Latino to pay for rides to the poles, in key states.  
19 Now that makes everything different. So I got really just  
20 one question for you. Why? Why -- why -- why did Google  
21 configure its features and pay for rides to the poles to get  
22 out the Latino vote, only in key states?

23 MR. SUNDAR PICHAI: Congressman, necessarily. We  
24 found no evidence to substantiate those claims. The only  
25 effort we do around elections --

1 REPRESENTATIVE JIM JORDAN: So you're head of  
2 multicultural marketing, who you praised her work in this  
3 email, gave her a shout out, was lying when she said you  
4 were trying to get out the Latino vote, in key states?

5 MR. SUNDAR PICHAI: We, today, in the U.S., around  
6 elections, we make it -- and this is what users look to us  
7 for. Where to register to vote, where to find your nearest  
8 polling place, what are the hours they are open and we do --

9 REPRESENTATIVE JIM JORDAN: That's not what I'm  
10 asking.

11 MR. SUNDAR PICHAI: -- do those things effectively.

12 REPRESENTATIVE JIM JORDAN: I appreciate that, Mr.  
13 Pichai and I already -- I already said that's just -- that's  
14 being a good -- good corporate citizen. What I'm asking is:  
15 Why did you only do it in key states?

16 MR. SUNDAR PICHAI: We didn't do any such activity,  
17 as Google, on any of these key states. I mean, there are  
18 employees, I think they are part --

19 REPRESENTATIVE JIM JORDAN: Did you push to get out  
20 the Latino vote, in all states?

21 MR. SUNDAR PICHAI: As Google, we don't have goals  
22 around pushing out to get any particular segment. We don't  
23 participate in partisan activities. We engage with both  
24 campaigns. We support and sponsor debates across both sides  
25 of the aisle, and we provide users with information to get

1 the election.

2 REPRESENTATIVE JIM JORDAN: Your head of  
3 multicultural marketing said you were pushing to get out the  
4 Latino vote, paying for rides to the pole -- to the poles  
5 for the Latino vote, only in key states, and you're saying  
6 that's not accurate?

7 MR. SUNDAR PICHAI: Yes, that's right. We haven't  
8 found any evidence to substantiate --

9 REPRESENTATIVE JIM JORDAN: So she just made it up  
10 out of thin air the day after the election and wrote this  
11 email to your top executives and it's not true?

12 MR. SUNDAR PICHAI: Congressman, I'm happy to  
13 follow up, but I think she -- the employees today, do their  
14 own activities --

15 REPRESENTATIVE JIM JORDAN: I don't want the  
16 follow-up. I want the real answers, right here in this  
17 committee.

18 MR. SUNDAR PICHAI: As I said earlier, we've looked  
19 into it. We didn't find --

20 REPRESENTATIVE JIM JORDAN: Did you push to get out  
21 the key vote and -- and I -- I would say the two most  
22 populous states for -- for Latinos would be California and  
23 Texas. Did you push to get out the Latino vote and pay for  
24 people to go to the polls, in California and Texas?

25 MR. SUNDAR PICHAI: We as a company didn't have any

1 effort to push out works for any particular demographic.  
2 That would be against our principles. We participate in the  
3 civic process in a -- in a -- in a nonpartisan way, and --  
4 and we think it's really important we do it that way.

5 REPRESENTATIVE JIM JORDAN: Well, I just think it's  
6 interesting. Mr. Chairman, I know I'm over time, but I  
7 think it's interesting, that their head of multicultural  
8 marketing writes an email the day after the election, where  
9 she talks about 71 percent of Latino votes voted for  
10 Hillary, but that wasn't enough. And she talks about paying  
11 for rides to the poles, in key states for Latino votes. To  
12 get out the Latino vote in key states and the head of the  
13 company says that's not accurate.

14 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The time  
15 of the gentleman has expired. The witness may answer the  
16 question.

17 MR. SUNDAR PICHAI: Chairman, I think it's  
18 important for us and we're happy to follow up with the  
19 congressman there and we haven't found any evidence to  
20 substantiate those allegations --

21 UNKNOWN SPEAKER: -- just gave it to you.

22 REPRESENTATIVE JIM JORDAN: Does Ms. Murillo still  
23 work for the company?

24 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The time  
25 has expired.

1 MR. SUNDAR PICHAI: It's -- it's my understanding  
2 she does. Yes, sir.

3 UNKNOWN SPEAKER: There you go.

4 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
5 recognizes the gentleman from Georgia, Mr. Johnson, for five  
6 minutes.

7 REPRESENTATIVE HANK JOHNSON: Thank you. Mr.  
8 Pichai, have you ever heard talk of this email that you --  
9 you were just asked about, by your head of multi-cultural  
10 marketing?

11 MR. SUNDAR PICHAI: Not at that time, but later,  
12 you know, when -- when there was concerns expressed around  
13 it, I was made of aware then.

14 REPRESENTATIVE HANK JOHNSON: Is it -- is it true  
15 that she sent that email or could that be fake news?

16 MR. SUNDAR PICHAI: My -- my understanding is that  
17 there were emails that were sent, like the congressman  
18 referred to.

19 UNKNOWN SPEAKER: Oh, they get a straight answer.

20 REPRESENTATIVE HANK JOHNSON: But it's your  
21 testimony today, that Google did not configure its features  
22 to get out the Latino vote, in key states?

23 MR. SUNDAR PICHAI: We don't build partisan  
24 features or features with any goals around affecting  
25 elections in those ways. We mainly focus our efforts on

1 helping people register to vote and our, you know, we -- we  
2 reach uses across The United States. So anytime we do these  
3 efforts, informing people where to vote, these are used in a  
4 very distributed way, widely across the entire country.

5 REPRESENTATIVE HANK JOHNSON: All right. Thank  
6 you, sir. And Google's collection and use of consumer's  
7 data and its record of protecting consumers and their data  
8 are appropriate areas of congressional oversight. But  
9 sadly, this committee has neglected consumer protection as  
10 an area of oversight, choosing instead to squander their  
11 oversight responsibility and use its power, so as to bully  
12 Google and other technology companies into minimizing  
13 negative news and comments about Republicans and most  
14 importantly, the Trump administration.

15 Yesterday Google disclosed that private profile  
16 data of over 52 million users may have been exposed. I  
17 understand that you're phasing out the Google Plus platform,  
18 but many Americans trust your email platform and countless  
19 other products with their personal information. And you  
20 admit that you collect private data for use in advertising.  
21 How can we be assured, considering this new breach, that the  
22 personally identifiable information of consumers is safe  
23 with you?

24 MR. SUNDAR PICHAI: Congressman, it's an important  
25 question. This is why we undertake all these efforts. We

1 do operate important products like Gmail. The reason, you  
2 know, building software inevitably has bugs associated as  
3 part of the process. We actually undertake a lot of efforts  
4 to find bugs, and so we find it, we root it out, and we fix  
5 it. And that's how we constantly make our systems better.  
6 And, you know, the biggest area of risk we normally, you  
7 know, we see for our users is around security. That, you  
8 know, their account gets hacked or something. That's why we  
9 work hard.

10 Gmail is an area where we have invested a lot. We  
11 have an advanced protection program. I would encourage  
12 members of the Congress to sign up for it, if you're using  
13 Gmail. It allows the second layer of protection to your  
14 account, which makes it, you know, much, much harder to get  
15 your account, you know, misappropriated in any way.

16 REPRESENTATIVE HANK JOHNSON: All right. Thank  
17 you. Yesterday, The New York Times published an in depth  
18 investigation of your location tracking applications, that  
19 sell purportedly identified or excuse me, personally  
20 identified data. Google has said that it doesn't sell data,  
21 but as a corporation deeply involved in the business of  
22 consumer data use in advertising, your company benefits from  
23 applications that track consumer locations.

24 How do you differentiate what Google does with  
25 geolocational data from companies with applications that



1 track and sell the data?

2 MR. SUNDAR PICHAI: You know, as a company, we do  
3 not sell user data. That would be against our principles  
4 and how we --

5 REPRESENTATIVE HANK JOHNSON: Well, how do you  
6 differentiate what you do with the geolocation data from  
7 companies that do sell the data? How do you -- how do you  
8 differentiate what you do with that data versus what these  
9 applications that do track and sell the data do?

10 MR. SUNDAR PICHAI: An important source of  
11 differentiation, we -- we do not and would never sell user  
12 data. We do give consumers preferences about how their data  
13 is used for advertising. Most of our user experience are --  
14 we make our advertising relevant based on the keywords you  
15 type, and that's where we get most of our information. We  
16 do, you can just type in control your ad settings into  
17 Google, and you can actually change, you know, the use of  
18 your personal data for advertising, as well. We allow that  
19 as an option for our users.

20 REPRESENTATIVE HANK JOHNSON: As my time expires,  
21 let me ask you: Do you believe Google has done enough to be  
22 transparent in its data collecting policies?

23 MR. SUNDAR PICHAI: You know, we -- we always think  
24 there's more to do. It's an area which is going to be an  
25 ongoing area of effort for us, but we have invested a lot

1 over the years, and we do make it very transparent and we  
2 encourage uses to go check it out. And, in fact, every day  
3 20 million uses go and check it. And over the last month,  
4 around a 170 million users did check it, but we're going to  
5 continue and invest more in this area.

6 REPRESENTATIVE HANK JOHNSON: Thank you. I yield  
7 back.

8 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
9 recognizes the gentleman from Texas, Mr. Po, for five  
10 minutes.

11 REPRESENTATIVE TED POE: Thank you, Mr. Chairman.  
12 I'm over here on this side. I have an iPhone and if I move  
13 from here and go over there and sit with my Democrat  
14 friends, which will make them real nervous, does Google  
15 track my movement? Does Google, through this phone, know  
16 that I have moved here and moved over to the left? It's  
17 either yes or no.

18 MR. SUNDAR PICHAI: Not by default. There may be a  
19 Google service which you've opted into use. And if --

20 REPRESENTATIVE TED POE: So, Google knows that I am  
21 moving over there? It's -- it's not a trick question. You  
22 know, you make a \$100 million a year, you ought to be able  
23 to answer that question. Does Google know, through this  
24 phone, that I am moving over there and sit next to Mr.  
25 Johnson, which would make him real nervous? It's his

1 question. It's yes or no.

2 MR. SUNDAR PICHAI: I wouldn't be able to answer it  
3 without looking at --

4 REPRESENTATIVE TED POE: You can't say yes or no?

5 MR. SUNDAR PICHAI: Without knowing more details,  
6 sir.

7 REPRESENTATIVE TED POE: If I walk over there and  
8 sit next to Mr. Johnson and carry my phone, does Google know  
9 that I was sitting here and then I moved over there?

10 UNKNOWN SPEAKER: You're welcome anytime, judge.

11 REPRESENTATIVE TED POE: Yes or no.

12 MR. SUNDAR PICHAI: I -- I generally don't know  
13 without knowing what services --

14 REPRESENTATIVE TED POE: I'm shocked you don't  
15 know. I -- I think Google obviously does. Are you familiar  
16 with the General Data Protection Regulation by The European  
17 Union?

18 MR. SUNDAR PICHAI: Very familiar. We worked over  
19 18 months on it.

20 REPRESENTATIVE TED POE: And The European Union is  
21 protecting the right of privacy of the people in Europe. We  
22 don't have such a law in The United States, do we?

23 MR. SUNDAR PICHAI: Congressman, we have supported  
24 and --

25 REPRESENTATIVE TED POE: We do not have such a law

1 in The United States, do we?

2 MR. SUNDAR PICHAI: We don't have a comprehensive  
3 user data privacy that is --

4 REPRESENTATIVE TED POE: Are you familiar with  
5 House Resolution 1039? It's a resolution that I've  
6 introduced that would basically adopt some of the European  
7 practices in America and give consumers in The United States  
8 the right of privacy. Are you familiar with that  
9 legislation?

10 MR. SUNDAR PICHAI: No, but I'm --

11 REPRESENTATIVE TED POE: I'll give you a copy  
12 before you leave. It -- it's ironic to me, that The United  
13 States supposed to be the -- the country in the world that  
14 protects privacy of individuals more than anybody else. We  
15 are playing second fiddle to the Europeans. They protect  
16 the privacy of their folks more than we do and I think the  
17 United States Congress needs to move in a direction to -- to  
18 allow citizens to opt in to the dis -- dissemination of  
19 their information rather than opt out, which seems to be the  
20 current law.

21 As Mr. Cohen has stated, I think most Americans  
22 don't know all the things that this phone can do. And one  
23 thing that it can do is disseminate information really, that  
24 we are unaware of, to all different people out there. The  
25 United States should change the rules and make it so that

1 we, as consumers, opt in. Otherwise, that information is  
2 not disseminated. That is just -- just my opinion.

3 What does Google view as objectionable?

4 MR. SUNDAR PICHAI: I think there are -- if you're  
5 referring to our content policies, we do -- we do publish,  
6 there are areas, for example, categories for YouTube like  
7 violent extremism, pornography, child safety, fraudulent  
8 activities. So, we define categories.

9 REPRESENTATIVE TED POE: What are extreme political  
10 views? You -- you find those objectionable? I'm not saying  
11 you shouldn't. I'm just saying what are those extreme  
12 political views?

13 MR. SUNDAR PICHAI: We don't. We think it's  
14 important. Google and YouTube are platforms which are --  
15 which support freedom --

16 REPRESENTATIVE TED POE: So what are those extreme  
17 political views that you find objectionable?

18 MR. SUNDAR PICHAI: We don't define any political  
19 views as objectionable.

20 REPRESENTATIVE TED POE: So you let all political  
21 views come on, even objectionable political views?

22 MR. SUNDAR PICHAI: We have areas which we have  
23 defined as -- as -- as not allowed on our platforms, for  
24 example, on YouTube, that are clear definitions around hate  
25 speech. Where it's defined as speech which has the primary

1 goal of inciting hatred or violence towards groups of people.

2 REPRESENTATIVE TED POE: You would agree that hate  
3 speech has many different definitions, depending on who's  
4 doing the defining, wouldn't you agree?

5 MR. SUNDAR PICHAI: We -- we understand it's a  
6 subjective area, could be open to interpretation, but we  
7 define it and we publish our definition of it. And we --

8 REPRESENTATIVE TED POE: Do you believe that  
9 Google, has been -- has been brought out here in some  
10 question is biased.

11 MR. SUNDAR PICHAI: Congressman, it's really  
12 important to me that we approach our work in an unbiased --

13 REPRESENTATIVE TED POE: Do you believe that Google  
14 is biased. It's either yes or no?

15 MR. SUNDAR PICHAI: No. Not in our approach.

16 REPRESENTATIVE TED POE: It is a private company,  
17 is it not?

18 MR. SUNDAR PICHAI: Yes, it is.

19 REPRESENTATIVE TED POE: It's not the government?  
20 Google is not the government, is it?

21 MR. SUNDAR PICHAI: Not -- the last I a checked,  
22 no.

23 REPRESENTATIVE TED POE: Do you want the government  
24 to regulate Google?

25 MR. SUNDAR PICHAI: Today, we are subject to a lot

1 of regulation across many different agencies.

2 REPRESENTATIVE TED POE: But you're not subject to  
3 the definition of what bias is, by the government coming in  
4 and saying, Google cannot be biased and we the government  
5 are going to decide what's bias and what's not bias. You're  
6 not subject to that philosophy, are you?

7 MR. SUNDAR PICHAI: No, not today.

8 REPRESENTATIVE TED POE: I hope we don't get to  
9 that point, where government tries to come in and -- and  
10 regulate what bias is. And because it is -- this is a -- an  
11 independent free company. I think that -- that is, you  
12 know, Google may have -- to me, it's just a part of doing  
13 business, like any other media outlet. They can say what  
14 they want. I've gone over time, Mr. Chairman. I have some  
15 other questions I'd like to submit for the record.

16 REPRESENTATIVE HANK JOHNSON: Well, Mr. Chairman,  
17 if -- if I might, the gentleman is certainly welcome to join  
18 me on this side of the aisle and switch parties, at any  
19 time.

20 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: It's  
21 getting a little late in his career to do that.

22 REPRESENTATIVE TED POE: That's right.

23 UNKNOWN SPEAKER: It's never to late.

24 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I -- I  
25 will just respond to the gentleman from Texas and say, that

1 we will be submitting questions in writing to you, Mr.  
2 Pichai, including the ones from the gentleman from Texas,  
3 and we would ask that you answer them promptly.

4 MR. SUNDAR PICHAI: I would be very happy to.

5 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you,  
6 very much. The Chair now recognizes the gentleman from  
7 Florida, Mr. Deutsch for five minutes.

8 REPRESENTATIVE TED DEUTCH: Thank you, Mr.  
9 Chairman. Mr. Pichai, I believe that the platforms can and  
10 should do a better job preventing people from using services  
11 to engage in illegal activity. Tim Cook recently said,  
12 platforms and algorithms that promise to improve our lives  
13 can actually magnify our worse human tendencies. Some of  
14 your peers are publicly reckoning with the ways their  
15 companies are not neutral platforms and are accountable for  
16 the content on the services.

17 In congressional testimony, Mark Zuckerberg said  
18 his company is responsible for the content on its platform.  
19 In a Washington Post interview, Uber CEO Dara Khosrowshahi,  
20 she said, we have to stand for the content of our platforms.  
21 We can't just say we're a platform and our job is done. Mr.  
22 Pichai, will you in front of our committee this morning,  
23 join your peers and affirm that Google is accountable for  
24 the content on your platforms?

25 MR. SUNDAR PICHAI: We are -- we have a commitment



1 to our users to provide accurate and trustworthy  
2 information, high quality information.

3 REPRESENTATIVE TED DEUTCH: Your response --

4 MR. SUNDAR PICHAI: And we work hard to uphold  
5 those commitments.

6 REPRESENTATIVE TED DEUTCH: I'll -- I'll take that  
7 as a yes. I want to return to the privacy discussion that's  
8 gone on. And I, Mr. Pichai, I went to the -- to do a  
9 privacy checkout while we were sitting here. And you're  
10 right, it's -- it's quite good. But I want to talk about  
11 what it does and what it doesn't do and -- and perhaps you  
12 can help me work through this a bit.

13 I -- on my settings now on -- on Google, my  
14 location history is paused. My device information is  
15 paused. My voice and audio activity are paused. My YouTube  
16 watch history is paused. That's probably a good thing. And  
17 my YouTube search history is paused. That said, it doesn't  
18 mean that you're not collecting data on me, does it?

19 MR. SUNDAR PICHAI: I think if you -- for those  
20 categories, if you pause it, we stop collecting --

21 REPRESENTATIVE TED DEUTCH: No, I understand. But  
22 overall, it doesn't mean that you're not -- you've stopped  
23 collecting data. You're still collecting data on search.  
24 You're still collecting data in ways that can -- that can  
25 help advertising and help provide the services that you

1 provide. I appreciate that. My question is this. I wanted  
2 to focus also on The New York Times article about the --  
3 what they refer to as, the mobile location industry.

4 And -- and I -- I understand the way that data is  
5 collected. When you talk on your website about -- about  
6 searching Google, getting directions for maps, you watch --  
7 watching videos on YouTube. You collect data to make  
8 services work better. I understand that, but data is also  
9 collected to use in advertising. And according to The New  
10 York Times story, it's a hot market.

11 Sales of location targeted advertising reaching an  
12 estimated \$21 billion this year. It talks about your  
13 company and Facebook dominating the mobile ad market, that  
14 also lead in location based advertising. And it says that  
15 Google also receives precise location information from apps  
16 that use its ad services.

17 Can you explain that to me? Is -- is The New York  
18 Times saying that, if there is any company that uses your ad  
19 services, and given the dominant place that you play in --  
20 in advertising, that would be, I would imagine, most. If  
21 there is any company that uses your advertising, then that  
22 data that they collect would also be available to you?  
23 Ultimately, the data they collect on me, is the question I'm  
24 asking?

25 MR. SUNDAR PICHAI: So we as a company and, you

1 know, we have commitments to you. We view data as belonging  
2 to users. We are stewards of it. So we don't transmit  
3 personal data to advertises, if I understand --

4 REPRESENTATIVE TED DEUTCH: I understand that. I'm  
5 asking about the -- I'm asking about the data that  
6 companies -- because the -- The New York Times said that --  
7 that Google receives precise location information from apps  
8 that use its ad services. My question is do you receive  
9 information -- is The New York Times right? Do you receive  
10 information about the locations that I travel from -- from  
11 companies who use your advertising service?

12 MR. SUNDAR PICHAI: You know, I -- I just want to  
13 make sure I understand the specifics, but there may be  
14 information. So, for example, if we're providing an ad  
15 and -- and let's say it's for a restaurant. We normally  
16 would do it in a location near you, so that it's relevant  
17 for you. You have a -- you have an option to turn the  
18 setting off. But if it is, since we are providing that  
19 information, we would be aware of it and it's not coming  
20 from the company to us, but --

21 REPRESENTATIVE TED DEUTCH: Yeah, but -- no, no.  
22 But that's what the -- that's what I want to understand.  
23 If -- if the ad, if a company uses your advertising, does  
24 their location sharing get to you? And here's why, let me  
25 just -- because I don't have a lot of time. The Times talks

1 about the information isn't tied to someone's name or phone  
2 number. Your person -- personal information, as you define  
3 it, seems to be name, email address and billing information.

4 The question a lot of us have, Mr. Pichai, I think  
5 you can sense is, that while that may be personal  
6 information and you treat that -- and you treat that the way  
7 we would expect. That there is a lot of information about  
8 where we go and where we are at any moment that can, as the  
9 Times points out, allow someone with access to the raw data,  
10 including employees or clients, to identify a person without  
11 their consent, by following someone they knew, pinpointing a  
12 phone that regularly spent time at that person's home  
13 address. Can you use the locations that people go to  
14 identify, to back into who a person is? You wouldn't do it,  
15 but could someone else do the same thing?

16 MR. SUNDAR PICHAI: We wouldn't do that without  
17 user -- explicit user consent. To answer your question, you  
18 know, I -- I'm happy to follow up. I want to make sure I  
19 address that specific question. I think, at a high level, I  
20 would say location is turning out to be an important area.  
21 As we considered privacy legislation, I, you know, I think  
22 it's important we give location protection for our users.  
23 As a company, we want to lead the way, and we are --

24 REPRESENTATIVE TED DEUTCH: Mr. Pichai, I  
25 understand. And I have to -- just one last question, Mr.

1 Chairman.

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The time  
3 of the gentleman has expired. The Chair recognizes the  
4 gentleman from Pennsylvania, Mr. Marino.

5 REPRESENTATIVE TOM MARINO: Thank you, chairman,  
6 and thank you for being here. All of you. Let me start out  
7 by saying that, sir, you and the office of your company, I  
8 think particularly you, because you -- you are at the helm,  
9 have a tremendous responsibility. Responsibility towards  
10 your employees, responsibility towards your stockholders, to  
11 your company, to providing jobs and we thank you for  
12 providing jobs. But I think you also have a much more  
13 awesome responsibility to the American people, to make sure  
14 that you educate accurately, to make sure that you stay in  
15 the middle of the road.

16 Because I've learned this over the years as a  
17 prosecutor and then more so, as a member of Congress. There  
18 is a lot of people who believe everything that's put out by  
19 anyone. We -- we're a 10 second society now and we can't  
20 hold conversations. We can only read, you know, 10 or 12  
21 words, and that's supposedly the gospel. You have a  
22 responsibility to see that the truth is out there, and I  
23 will hold you to doing that.

24 I don't believe in the government taking control or  
25 defining, as my friend, the judge says, what is right and

1        what is wrong. I for one, the less federal government in my  
2        life, the better. So I am depending on you and companies  
3        like your company to help us along the lines, because if the  
4        federal government does ever step in to regulate, you're not  
5        going to like it. And with that said, I have a concern  
6        concerning China.

7                In 2010, Google left the Chinese marketplace due to  
8        concerns over hack -- hacking attacks, censorship and how  
9        the Chinese government was possibly gaining access to data.  
10       I'm interested in what has changed since 2010 and how  
11       working with the Chinese government to censor research  
12       results are part of Google's core values. Do you understand  
13       my question?

14               MR. SUNDAR PICHAI: Congressman, we -- right now  
15       there are no plans for us to launch a search product in  
16       China. We are, in general, always looking to see how best,  
17       it's part of our core mission and our principles to try hard  
18       to provide users with information. We -- we always have  
19       evidence based on every country we've operated in, us  
20       reaching out and giving users to more information has a very  
21       positive impact, and -- and we feel that calling. But right  
22       now there are no plans to launch in China. To the extent  
23       that we -- we ever, you know, approach a decision like that,  
24       I -- I will be fully transparent, including with  
25       policymakers here and -- and engage and consult widely.

1 REPRESENTATIVE TOM MARINO: Am I then to understand  
2 that there's -- you have no plans to enter into any  
3 agreements with China concerning Google, how it's used in  
4 China?

5 MR. SUNDAR PICHAI: We currently do not have a  
6 search product there and so, you know, we --

7 REPRESENTATIVE TOM MARINO: Do you plan on having a  
8 search product there?

9 MR. SUNDAR PICHAI: Right now. There are no plans  
10 to launch a search product in China.

11 REPRESENTATIVE TOM MARINO: Okay. Let -- let me  
12 ask it this way. If, in the future, you decide to do that,  
13 what information would you share with the Chinese concerning  
14 other users, other countries?

15 MR. SUNDAR PICHAI: Anytime we look to operate in a  
16 country, I mean, we -- we would, you know, we would look at  
17 what -- what the conditions are to operate. There are times  
18 in the past, we have debated the conditions to operate  
19 and -- and we explore a wide range of possibilities.  
20 Currently, it is an effort, only internally for us. We --  
21 we are not doing this in China. And so, you know, but I'm  
22 happy to consult back and be transparent when we actually  
23 plan something there.

24 REPRESENTATIVE TOM MARINO: I'm sure you are aware  
25 that right now, there are thousands and maybe hundreds of

1 thousands, of people that the Chinese government has on  
2 computers trying to hack in the U.S. and any other  
3 countries. Same thing taking place, to a lesser degree,  
4 in -- in Russia, simply because of the population. What --  
5 what can Google do to help curtail that, if not eliminate  
6 countries from hacking into other countries?

7 MR. SUNDAR PICHAI: As a company, we have faced  
8 significant attacks before. So, you know, protecting the  
9 security of our users is what really keeps me up at night.  
10 And it's something we invest a lot over the years. We work  
11 with law enforcement, because we rely on their intelligence  
12 to help us assess threats. But it's a comprehensive effort  
13 and -- and it's something we take seriously.

14 REPRESENTATIVE TOM MARINO: Thank you. I yield  
15 back, but remember the responsibility that I think you have.  
16 The Chair recognizes the gentlewoman from California, Ms.  
17 Bass, for five minutes.

18 REPRESENTATIVE KAREN BASS: Thank you, Mr. Chair.  
19 And thank you for coming today. I wanted to follow up on  
20 some questions that were asked of you earlier, specifically  
21 the use of bots by authoritarian regimes and also the use of  
22 troll farms by Russia. And wanted to know if you could be  
23 more specific in terms of how Google is going to respond.  
24 In other words, will you expand your staff or modify the  
25 algorithms in an effort to identify and -- and eradicate the



1 online trolls? And then in terms of the flooding that takes  
2 place with bots, what specifically will you do to address  
3 this?

4 MR. SUNDAR PICHAI: This is something we actually  
5 face across the set of products we do today. Be it our ad  
6 systems, be it our search products, people are trying to  
7 spam and be -- be it YouTube and so on. So in general,  
8 we've built systems over the years to detect anomalous  
9 traffic patterns and -- and -- and mitigate that. And we  
10 also learn, we collaborate with others. Law enforcement has  
11 been very helpful to us in this regard.

12 REPRESENTATIVE KAREN BASS: So if the -- so the  
13 example of the -- of the bots, where you have -- I mean, I  
14 saw one example where there was one day a 125 dislikes and  
15 the next day there were 84,000. How do you respond in a  
16 situation like that, where it's obviously, it's done  
17 purposely?

18 MR. SUNDAR PICHAI: So when we see view count  
19 manipulation, manipulation of likes, dislikes, and either we  
20 get reports or we detect in our systems, spikes in those  
21 activities which, you know, which make it clear that it's --  
22 it's not humans doing it. You know, we detect it. We treat  
23 it as spam or abuse of our systems and --

24 REPRESENTATIVE KAREN BASS: So you have staff  
25 dedicated to looking at that?

1 MR. SUNDAR PICHAI: Yeah. Both. We have our  
2 algorithms, AI systems and manual reviewers, and -- and we  
3 are staffing up our manual reviewers significantly, over the  
4 past couple of years. And so we do it comprehensively,  
5 across all those things.

6 REPRESENTATIVE KAREN BASS: So anticipating what  
7 took place in 2016 happening again, and -- and this is  
8 specifically regarding what Russia did to foment racial  
9 tensions in The United States. And wanting to know how you  
10 are responding to that, where they called for, you know,  
11 fake protest either to get African Americans to turn out to  
12 protest something that was fake or to have a white  
13 supremacist be genned up to attack communities of color. So  
14 specifically, what is Google doing to respond to that?

15 MR. SUNDAR PICHAI: We mainly saw, with respect to  
16 Russia, limited improper activity on our ad platforms. But  
17 in general, we -- you know, we are not a social networking  
18 company, across the products we do. It's an area we haven't  
19 done well, as a company. So we typically are in connecting  
20 groups of people, and that's not how Google mainly works  
21 today and so we haven't seen that kind of activities on our  
22 platforms. But we are vigilant and, you know, I'm happy to  
23 share any findings which come through, as we look into it  
24 more.

25 REPRESENTATIVE KAREN BASS: So I also wanted to ask

1       you a couple of questions about online creators of color.  
2       Where mainstream media outlets often fail to cater to  
3       communities of color with relatable content or resolve  
4       lingering issues of under representation or  
5       misrepresentation. Communities of color have sought out  
6       digital mediums to tell their stories, and in some cases  
7       this has been very successful, and it's led to larger  
8       networks recognizing the talent. And in other cases, it's  
9       given a platform to voices that would otherwise be silenced.

10               So I wanted to know what policies Google might be  
11       developing to put in place to ensure that the voice of  
12       online creators can expand?

13               MR. SUNDAR PICHAI: YouTube has a lot of community  
14       outreach programs. We partner with other organizations who  
15       do important work in this area. But today, you know,  
16       when -- when we look -- look at YouTube, we do see a  
17       platform with a very diverse set of perspectives and  
18       opinions. It's partly the strength of the platform and --  
19       and the reach it provides to voices and --

20               REPRESENTATIVE KAREN BASS: Could I get the  
21       information about your outreach, specifically who you do  
22       outreach to, that would be very helpful, if I could get  
23       that.

24               MR. SUNDAR PICHAI: I'd be very happy to do that.

25               REPRESENTATIVE KAREN BASS: And I yield back my

1 time to Representative Deutch.

2 REPRESENTATIVE TED DEUTCH: Thanks. I -- I thank  
3 the -- from California. Mr. Pichai, I just wanted to finish  
4 up.

5 Again, I appreciate you being here, and I wanted  
6 to -- to follow up on something that the chairman started  
7 our hearing with and that was a question about information  
8 collected by Google. I think the report that he referred to  
9 talked about information collected specifically on Android  
10 phones, even if those -- even if those phones aren't on  
11 Wi-Fi or -- or the cell service isn't on. Is that something  
12 that happens?

13 MR. SUNDAR PICHAI: Congressman, it's not clear to  
14 me how something, when there's no connectivity would happen,  
15 but, you know, so we haven't -- I.

16 REPRESENTATIVE TED DEUTCH: I'm sorry.

17 MR. SUNDAR PICHAI: So I'm -- I'm aware of those  
18 concerns. We -- we haven't been able to substantiate those  
19 specific findings.

20 REPRESENTATIVE TED DEUTCH: You're looking into  
21 those findings, though?

22 MR. SUNDAR PICHAI: There's an area where we are --  
23 you know, our goal is to, you know, we're trying to help  
24 users with the information they want. Today there are many  
25 cases, users give us feedback. Part of -- part of what

1 we're trying to do is they want us to be location aware when  
2 they --

3 REPRESENTATIVE TED DEUTCH: Mr. Pichai, I  
4 understand, but -- but you're not aware of data being  
5 collected while the phone is not connected to -- to either  
6 cell service or Wi-Fi?

7 MR. SUNDAR PICHAI: Yeah, there -- there may be  
8 specific instances, for example, GPS may be working. And  
9 so, you know, it depends on the specifics, but in general,  
10 no.

11 REPRESENTATIVE TED DEUTCH: And so the -- finally,  
12 the question is: If that information is -- if -- if that's  
13 possible, if you learn that it is happening, and I would  
14 love you to share that with us. If you learn that's  
15 happening and the information, then when the cons -- when  
16 the customer turns on his, his or her cell service, if that  
17 information is then sent back to your company on their data  
18 plan. A lot of people obviously have limited data plans.

19 When you look at this, if you could also look at  
20 whether, when the information is sent back, to the extent  
21 it's happening, that it might cause some people to go over  
22 their limits, thereby costing them more on their monthly  
23 bill? That would be helpful information, as well.

24 MR. SUNDAR PICHAI: That's good feedback. We will.

25 REPRESENTATIVE TED DEUTCH: Okay. Thank you, Mr.

1 Chairman.

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
3 recognizes the gentleman from Georgia, Mr. Collins, for five  
4 minutes.

5 REPRESENTATIVE DOUG COLLINS: Thank you, Mr.  
6 Chairman and thank you Mr. Pichai, for being here. I --  
7 look, there is an understanding. I think it's come across  
8 from everyone here and it's -- it's a saying that I've sort  
9 of lived by most of my adult life, and I think most people  
10 get. Perception is reality.

11 Now you can disagree with the perception. You can  
12 disagree with the reality, but at the certain point in time,  
13 as you've even heard from many of the folks discussing on  
14 both sides of the isle today. There's several perceptions  
15 that are going on with what's being stored, what's not being  
16 stored and how that is -- or how that data and that privacy  
17 issue. And also the effects or the outcomes of the searches  
18 are made.

19 Now one of the other issues, not just Google  
20 itself, but also YouTube. There's another issue that I will  
21 not touch today, but probably will do some questions on, is  
22 the issue of content and the issue of how that is stolen in  
23 many cases and how that could be worked on. Those are  
24 issues we'll deal with in another setting. We've talked  
25 about this.

1 But I want to go through several questions because  
2 it's been discussed a lot about what you collect and what  
3 you don't collect. So the next few questions will be yes/no  
4 questions. They're not -- I'm not trying to trick you here.  
5 It's simply what do you collect and how do you collect it?  
6 Okay?

7 In dealing with Google, do you or do you not  
8 collect identifiers like name, age, and address; yes or no?

9 MR. SUNDAR PICHAI: If you're creating an account,  
10 yes. And using an account, yes.

11 REPRESENTATIVE DOUG COLLINS: Yes. Specific search  
12 histories when person types something into a search bar?

13 MR. SUNDAR PICHAI: If you have a search history  
14 turned on, yes.

15 REPRESENTATIVE DOUG COLLINS: Device identifiers  
16 like IP address or IMEI?

17 MR. SUNDAR PICHAI: Depending on the situation, we  
18 could be collecting it, yes.

19 REPRESENTATIVE DOUG COLLINS: GPS signals, Wi-Fi  
20 signals, Bluetooth beacons?

21 MR. SUNDAR PICHAI: You know, it would -- it would  
22 depend on the specifics. So, but there may be situations,  
23 yes.

24 REPRESENTATIVE DOUG COLLINS: GPS, yes?

25 MR. SUNDAR PICHAI: Yes, if you have a --

1 REPRESENTATIVE DOUG COLLINS: Voice and  
2 conversations when using Google Voice products?

3 MR. SUNDAR PICHAI: We give an option to turn on or  
4 off.

5 REPRESENTATIVE DOUG COLLINS: But if -- but if --  
6 if a person didn't know it, voice and conversations when  
7 using Google Voice products? Yes?

8 MR. SUNDAR PICHAI: We only record when they  
9 initiated with okay, Google and then say the terms after.

10 REPRESENTATIVE DOUG COLLINS: Contents of emails  
11 and Google documents.

12 MR. SUNDAR PICHAI: We store the data, but we don't  
13 read or look at your Gmail.

14 REPRESENTATIVE DOUG COLLINS: But you have access  
15 to them?

16 MR. SUNDAR PICHAI: As -- as a company, we have  
17 access to them, yes.

18 REPRESENTATIVE DOUG COLLINS: So you could? Not  
19 saying you don't or don't. I'm not asking do you or don't  
20 you. I'm saying you could, though, there is a possibility?

21 MR. SUNDAR PICHAI: We have clear, established  
22 policies on how we would do that data.

23 REPRESENTATIVE DOUG COLLINS: And your privacy  
24 policies, speaking of that, has changed 28 times, including  
25 eight times since January 2016. So I think the policies



1 are, you know, and this is why I'm asking these questions.

2 Is there any type of or -- any type or origin of  
3 data which Google would refuse to collect, that is not  
4 already prohibited by laws, like COPPA or HIPAA?

5 MR. SUNDAR PICHAI: There are many categories of  
6 information today, you know, were particular about anything  
7 to do with health data --

8 REPRESENTATIVE DOUG COLLINS: Those are covered  
9 under those. Anything that you would not collect, outside  
10 of the two that I named, which are generally accepted as  
11 things you cannot collect?

12 MR. SUNDAR PICHAI: There are -- there are many  
13 things which we -- we don't collect. For example, we don't  
14 collect -- you could have a product like Google home. We  
15 won't collect conversations unless you specifically ask us  
16 to. So, you ask a question. And so we definitely are very  
17 careful and minimize the data we need to provide the service  
18 back to our users.

19 REPRESENTATIVE DOUG COLLINS: I'm glad you  
20 mentioned data minimization. We'll get to that in just a  
21 second. How long do you keep the data that you have  
22 captured?

23 MR. SUNDAR PICHAI: Today, we give you the choice  
24 of whether you want to store the data or not. But if you  
25 store the data, from the time you turn it on, we store it

1 for you?

2 REPRESENTATIVE DOUG COLLINS: Okay. Well, let --  
3 let me ask a question then. For all this has been the  
4 discussed, age identifiers, search histories, all these  
5 things. And for the -- how many would you say, let me just  
6 say, you -- you've interested -- made a interesting  
7 question. How many people actually understand that they can  
8 actually cut this off?

9 MR. SUNDAR PICHAI: You know, we remind the --  
10 remind people and every day 20 million people come and make  
11 changes in these settings. We see robust activity.

12 REPRESENTATIVE DOUG COLLINS: But when you control  
13 95 percent of searches, you control this in a very large  
14 way. I would say the vast majority, not the most  
15 sophisticated, not the ones in a certain age demographic,  
16 are not as familiar with this as, say, some who work in the  
17 industry or at least around the industry. Would that not be  
18 a fair statement?

19 MR. SUNDAR PICHAI: If you could repeat that,  
20 congressman. Sorry, I'm --

21 REPRESENTATIVE DOUG COLLINS: I'll get back to it.  
22 Earlier it was said that identifiers such as age, name and  
23 address are treated differently. If that is true, how are  
24 you treating them differently and is the same data  
25 collection process still done? How is it treated

1 differently, than maybe some of these others that we have  
2 spoke of that came, I think, from Mr. Deutch's discussions;  
3 such as locators and things like that?

4 MR. SUNDAR PICHAI: We -- we offer different  
5 controls for that. So, for example, for location, we give  
6 specific controls for your voice -- voice activity. We give  
7 specific controls. We're trying to meet user's  
8 expectations. And so, for example, some people may want  
9 their search history to be available, but they don't want  
10 YouTube history to be recorded. So, we give those choices  
11 to our users.

12 REPRESENTATIVE DOUG COLLINS: One of the general  
13 dynamics of most in this tech industry and those who collect  
14 data is data minimization. You brought it up just a few  
15 minutes ago. The issue that I have and it was in March of  
16 this year, a security researcher actually downloaded his  
17 quote, "Google Takeout." This is probably there. It was  
18 5.5 Gigabyte. This is not a -- just a few names and  
19 addresses and where you went. The -- why, number one, does  
20 Google need all this information? We can answer that in the  
21 fact that 85 -- 86 percent of your revenue comes from  
22 advertising. So we know you manipulate the data in some  
23 ways.

24 However, can you explain what you do to minimize  
25 this data, which is generally an accepted standard practice

1 among those who collect data.

2 MR. SUNDAR PICHAI: You know, our goal is, you  
3 know, but we are providing, for example, if we are providing  
4 you a service like Gmail, which we have done for 15 years,  
5 that data, we need to store it for our users. So they  
6 expect us to. So we are trying hard to match user's  
7 expectations. We don't need, you know, our data for  
8 advertising. As I said earlier, most of it comes from just  
9 the keywords you type. And so, you know, we need minimal  
10 data to do advertising. We give you options to turn ad  
11 personalization off. We store most of the data we do today,  
12 to help give users the experience they want. And that's  
13 what we're trying to do.

14 REPRESENTATIVE DOUG COLLINS: I'm going to go back  
15 to where I started, perception is reality. The amount of  
16 data being collected here, the how it is being used, how you  
17 monetize the one ad, basically the flow of -- of information  
18 that you have and the monetization of that, is a concern. I  
19 think the perception of how it is used and from what side of  
20 the aisle, is something that this committee, I think, will  
21 take up and continue to process.

22 But I think when most people deal with this, what I  
23 said earlier, I'm not sure that in the broad scope of  
24 things, simply clicking, yes, especially in a society today,  
25 in which some of these things and especially that was talked

1 about, mobile, which we've not dealt into even further, is  
2 going to open up a much larger situation. Which is not just  
3 simply monetizing data, it's actually using information that  
4 can be then used by either law enforcement or others in  
5 legal proceedings, that can then be used against them, that  
6 they're not going to understand exactly what is going on.

7 With that, my time has expired and I'll yield.

8 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Chair,  
9 thanks the gentleman. The Chair recognizes the gentleman  
10 from Rhode Island, Mr. Cicilline, for five minutes.

11 REPRESENTATIVE DAVID CICILLINE: Thank you, Mr.  
12 Chairman. Thank you, Mr. Pichai, for being here. In 2006,  
13 internet pioneer, Vint Cerf testified on behalf of Google,  
14 that the open internet was designed so that no central  
15 gatekeeper could exert its control to discriminate against  
16 rivals, consumers or other businesses. Since then, it's  
17 become increasingly clear that this virtuous cycle of  
18 innovation is fundamentally threatened by the dominance of a  
19 few powerful companies.

20 Tim Berners-Lee, the inventor of the worldwide web,  
21 made this point clear in an open letter earlier this year,  
22 where he warned that the open internet has been compressed  
23 under the weight of a few dominant platforms, that have the  
24 ability to harm competition and control which ideas and  
25 opinions are seen and shared online. Along with 83 percent

1 of Americans, I strongly support an open, decentralized  
2 internet that is free of powerful gatekeepers with the  
3 ability to discriminate against rivals, threaten innovation  
4 or harm consumers.

5 With that in mind, I'm deeply concerned by reports  
6 of Google's discriminatory conduct in the market for  
7 internet search. According to findings by The European  
8 Commission, Google has harmed the competitive process by  
9 favoring its own products and services over rivals, by  
10 deprioritizing or delisting competitors' content. And so my  
11 first question, Mr. Pichai, is: As a proponent of internet  
12 openness, will Google commit to ending the discrimination  
13 against rivals and other businesses through Google's  
14 products?

15 MR. SUNDAR PICHAI: Congressman, with respect, you  
16 know, I disagree with that characterization. We provide  
17 users with the best experience they're looking for, the most  
18 relevant information, and that's our true north and that's  
19 how we approach our products.

20 REPRESENTATIVE DAVID CICILLINE: But -- but does  
21 that include the use of discriminatory practices? Is that  
22 part of your business model?

23 MR. SUNDAR PICHAI: Definitely not. And, you know,  
24 in The European Commission, we are appealing that decision.  
25 When they looked at shopping as a category, they excluded

1 Amazon, as a potential entrant in the space. So the  
2 specifics matter here. We are interested in providing users  
3 with the best information they're looking for, be it from  
4 another company and be it from a competitor. That -- that's  
5 what we are interested in doing.

6 REPRESENTATIVE DAVID CICILLINE: Well, I -- I  
7 strongly believe in structural antitrust enforcement. I  
8 also plan to work with The Federal Trade Commission to  
9 develop a legislation to address this type of discriminatory  
10 conduct online. Will Google commit to working together with  
11 Congress, on legislative proposals designed to ensure that  
12 online firms with significant market power are not able to  
13 harm the competitive process through discriminatory conduct?

14 MR. SUNDAR PICHAI: You know, we're happy to engage  
15 constructively on -- on legislation around any of these  
16 areas.

17 REPRESENTATIVE DAVID CICILLINE: Thank you. I'd  
18 like now to turn to -- to the question of China. Mr.  
19 Pichai, the operating environment in China has deteriorated  
20 with respect to surveillance, censorship and the like, since  
21 Google first made the decision in 2010 to leave. In  
22 September, I sent you a letter along with 15 other  
23 colleagues raising serious concerns about reports that  
24 Google is planning to reenter the Chinese market, with an  
25 app based search engine that would likely have to comply

1 with strict censorship and surveillance requirements imposed  
2 by the Chinese government.

3 Since then, a widespread course of opposition to  
4 such a move has emerged, including from lawmakers, leading  
5 human rights activists and a group of Google's own  
6 employees. The -- the environment has deteriorated. Your  
7 launching an app in that environment, would seem to be  
8 completely inconsistent with Google's recently launched AI  
9 principles. Which say, you will not design or deploy  
10 technologies who's and I quote "purpose contravenes widely  
11 accepted principles of international law in human rights."

12 It's hard for me to imagine you could operate in  
13 the Chinese market, under the current government framework,  
14 and maintain a commitment to universal values, such as  
15 freedom of expression and personal privacy. So I want to  
16 ask very specifically: Are any employees currently having  
17 product meetings on this -- on this Chinese project? And  
18 when -- if not, when did those end?

19 MR. SUNDAR PICHAI: We have undertaken an internal  
20 effort, but right now there are no plans to launch a search  
21 service in China. As I said earlier.

22 REPRESENTATIVE DAVID CICILLINE: Are there any  
23 current discussions, with any member of the Chinese  
24 government, on launching this app?

25 MR. SUNDAR PICHAI: Currently, we are not in



1 discussions around launching a search product in China.

2 REPRESENTATIVE DAVID CICILLINE: Are there any  
3 current discussions with members of the Chinese government  
4 about this.

5 MR. SUNDAR PICHAI: We, you know, this effort  
6 currently is an internal effort, and, you know, I'm happy  
7 to, you know, consult, as well as, be transparent to the  
8 extent we take steps towards launching a product in China.

9 REPRESENTATIVE DAVID CICILLINE: And who at Google  
10 is leading the Dragonfly effort?

11 MR. SUNDAR PICHAI: It's a, you know, our -- our  
12 efforts around building search. You know, it's -- it's --  
13 it's undertaken by our search teams, but these are  
14 distributed efforts. It's a limited effort internally,  
15 currently.

16 REPRESENTATIVE DAVID CICILLINE: Will you, Mr.  
17 Pichai, rule out launching a tool for surveillance and  
18 censorship in China, while you are CEO of Google?

19 MR. SUNDAR PICHAI: Congressman, I -- I commit to  
20 engaging. One of the things which is important to us, as a  
21 company, we have a stated mission of providing users with  
22 information. And so we always -- we think it's in our duty  
23 to explore possibilities, to give users access to  
24 information. And, you know, I have that commitment. But,  
25 you know, as I said earlier on this, we'll be very

1 thoughtful and we will engage widely as we make progress.

2 REPRESENTATIVE DAVID CICILLINE: Well, I appreciate  
3 that and -- and let me be clear. This goes beyond Google  
4 and frankly beyond China. At a moment of rising  
5 authoritarianism around the world, when more leaders are  
6 using surveillance, censorship and repression against their  
7 own people, we're in a moment that we must reassert American  
8 moral leadership. And I think it's important that, because  
9 other countries will look at that relationship.

10 And Mr. Chairman, with that, I'd ask unanimous  
11 consent to submit for the record, 15 -- the letter 15  
12 colleagues and I sent to Mr. Pichai, his response and a  
13 letter from more than 50 human and civil rights  
14 organizations opposing the launch of a censored Google  
15 search engine for the Chinese market.

16 And would just note, Mr. Chairman, that in the  
17 submission of this, for unanimous consent, the NGO letter  
18 reports that, and I quote "the Chinese government is  
19 actively promoting its model of pervasive, digital  
20 censorship and surveillance around the world. Many  
21 governments look to China's example, and a major industry  
22 leaders acquiescence to such demands will likely cause many  
23 other regimes to follow China's lead, provoking a race to  
24 the bottom in standards. It would also undermine efforts by  
25 Google and other companies to resist governments

1 surveillance requests, in order to protect users privacy and  
2 security, emboldening state intelligence and security  
3 agencies to demand greater access to user data."

4 So the implications, Mr. Pichai --

5 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
6 gentleman's time has expired. Without objection, it will be  
7 added.

8 REPRESENTATIVE DAVID CICILLINE: -- are well beyond  
9 China. And I'd ask that they be made a part of the record.

10 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Without  
11 objection, so ordered.

12 The Chair now recognizes the gentleman from  
13 Florida, Mr. Gaetz.

14 REPRESENTATIVE MATT GAETZ: Thank you, Mr.  
15 Chairman. Have you ever launched an investigation into  
16 whether political bias is impacting the consumer experience?

17 MR. SUNDAR PICHAI: Congressman, we -- we do -- to  
18 the extent there are concerns, we look into them. And, you  
19 know --

20 REPRESENTATIVE MATT GAETZ: So have -- have you  
21 expressly launched an investigation into political bias of  
22 your employees?

23 MR. SUNDAR PICHAI: On our employees, you said?

24 REPRESENTATIVE MATT GAETZ: Yes.

25 MR. SUNDAR PICHAI: You know, to -- to the extent

1       you know, we always take -- we take any allegations around  
2       code of conduct across every issue seriously and we look  
3       into them.

4               REPRESENTATIVE MATT GAETZ: You said to -- to me  
5       yesterday, that and -- as it relates to political bias, you  
6       haven't launched those investigations, because there are so  
7       many redundancies and there is so much peer review, that  
8       that would not be possible. Is that still your testimony  
9       today?

10              MR. SUNDAR PICHAI: Congressman, you -- it's --  
11       it's the -- the way our processes work, if you need to make  
12       a change in our algorithms, there are several steps in the  
13       process, including launch committees and -- and user testing  
14       and our rater guideline evaluation.

15              REPRESENTATIVE MATT GAETZ: But your company, your  
16       employees can get together and chat in groups, right, Google  
17       groups?

18              MR. SUNDAR PICHAI: Yes, they can.

19              REPRESENTATIVE MATT GAETZ: And one of those groups  
20       is the civil rights group, right?

21              MR. SUNDAR PICHAI: We have many employee resource  
22       groups on which they can participate in conversations, yes.

23              REPRESENTATIVE MATT GAETZ: Have you ever looked  
24       into the conversation into the Resist group?

25              MR. SUNDAR PICHAI: Congressman, no.

1 REPRESENTATIVE MATT GAETZ: Is it -- does that  
2 strike -- is that a surprise to you, that there's a Resist  
3 group?

4 MR. SUNDAR PICHAI: I'm not aware, whether such a  
5 group exists or not.

6 REPRESENTATIVE MATT GAETZ: If there was a Resist  
7 group, would that be the type of thing that you would want  
8 to look into?

9 MR. SUNDAR PICHAI: You know, we have clear  
10 policies around how our products are built and --

11 REPRESENTATIVE MATT GAETZ: If there's a resist --  
12 you know, that the Resist movement is a movement built to  
13 resist the agenda of President Trump. If there's a Resist  
14 group within your company, where groups of employees, not  
15 one, are getting together within that group to engage in  
16 discourse on company time, with company infrastructure.  
17 Does that strike you as the type of thing you would want to  
18 investigate?

19 MR. SUNDAR PICHAI: Congressman, I'm not aware of  
20 any such group. Nothing like that has been brought to my  
21 attention. And, you know, happy to follow up the -- you  
22 know, and -- and understand the consent better.

23 REPRESENTATIVE MATT GAETZ: Yeah. Mr. Chairman,  
24 I -- I seek unanimous consent to enter into the record, a  
25 document from what purports to be a Google employee, Miles

1 Borens, which is a post to the Google group, Resist.

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Without  
3 objection, so ordered.

4 REPRESENTATIVE MATT GAETZ: I'm also reading now  
5 from the discussion that occurred over Breitbart and Google  
6 ads. And -- and I'm quoting from one of your employees, who  
7 purportedly posted, "anyone want to hold their nose and look  
8 through Breitbart.com for hate speech." Why would someone  
9 need to hold their nose to do that work?

10 MR. SUNDAR PICHAI: Congressman, today, we have --  
11 we have 90,000 employees and they -- they communicate in  
12 forums. As a company, we have allowed freedom of expression  
13 and we don't stand or condone, you know, comments expressed  
14 in these things. We're very clear about our policies as to  
15 how we build our products and -- and, you know, we serve our  
16 publishers that way.

17 REPRESENTATIVE MATT GAETZ: Well, if -- if you  
18 haven't launched an investigation into any of your  
19 employees, because it would take a group of employees to  
20 engage in improper conduct. And if those groups of  
21 employees are engaging in discussion on your platform, and  
22 if one of those platform groups is Resist. And if on that  
23 Resist movement site or any other sites in your platform,  
24 there's discussion of suppressing conservative speech, why  
25 would that not be something that you would launch an

1 internal investigation in, publish the reports, sanction  
2 those employees that may or may not be engaged in improper  
3 conduct, so that we can all have greater comfort in the --  
4 in the user experience.

5 MR. SUNDAR PICHAI: Congressman, first of all, I  
6 want to assure you we have checks and balances, so that  
7 employees and we -- not just on this issue, across any  
8 issue. We protect the sanctity of our systems, our product  
9 development process and we would do that.

10 REPRESENTATIVE MATT GAETZ: How can I have  
11 confidence that you're protecting the sanctity of your  
12 system, when you don't even know that your employees are  
13 getting together on your own company's infrastructure to  
14 talk about political activity.

15 MR. SUNDAR PICHAI: In general, we always assume,  
16 our systems are designed. We assume there could be bad  
17 intent. So we've designed from first principles because,  
18 you know, for security reasons both externally and  
19 internally, at any given moment, we -- we assume that  
20 somebody may be acting in bad faith. And -- and that's how  
21 we have designed our systems with all the protections in  
22 place. We need to do that for our security of our systems.  
23 And it's a first principles approach.

24 REPRESENTATIVE MATT GAETZ: So if your assumption  
25 is that people can act in bad faith, why then have you not

1 launched an investigation into the communications that seem  
2 to indicate a desire to suppress conservative political  
3 movements and conservative voices?

4 MR. SUNDAR PICHAI: If there are allegations  
5 around, you know, discussions which are specific with the  
6 intent of manipulating our products, we would conduct an  
7 investigation.

8 REPRESENTATIVE MATT GAETZ: Well that -- that's  
9 good to hear. The Wall Street Journal reported that your  
10 workers were discussing tweaking search terms to frame the  
11 discussion over the travel ban. Did you perform an  
12 investigation into that allegation?

13 MR. SUNDAR PICHAI: We looked into it. There was  
14 no attempt at, you know, anything to influence our products.  
15 There are at times, during important news events, important,  
16 for example, during events like hurricanes, et cetera. We  
17 have a set of tools, crisis response tools. During the  
18 travel ban, even the Department of Homeland Security was  
19 looking to put out information, because there was some  
20 confusion around the event. So there was some discussion  
21 around things like that, too. And so --

22 REPRESENTATIVE MATT GAETZ: Well, I -- I would  
23 strongly suggest, that one of the crisis response tools that  
24 you use, is an investigation into the discourse of your  
25 employees on resisting the Trump presidency, resisting the



1 Trump agenda, and then smothering some of the conservative  
2 outlets that seem to amplify that content. And I yield  
3 back, Mr. Chair.

4 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Gentlemen  
5 yields back. The Chair now recognizes the gentleman from  
6 California, Mr. Swalwell.

7 REPRESENTATIVE ERIC SWALWELL: Thank you, Mr.  
8 Chairman. Welcome, Mr. Pichai. I represent a congressional  
9 district in the San Francisco Bay area where a number of my  
10 constituents work at Google, and was hoping we could dive  
11 into some concerns that I hear from them. But also that I  
12 hear from constituents just -- just have concerns about  
13 privacy. Does The United States need a national privacy  
14 law?

15 MR. SUNDAR PICHAI: Congressman, I -- I'm of the  
16 view, given how important privacy is, that we are better off  
17 with the, you know, more of a single overarching --

18 UNKNOWN SPEAKER: Excuse me. Would you mind moving  
19 the microphone in front of your mouth, so we can hear you  
20 better. Thank you.

21 MR. SUNDAR PICHAI: Thank you. I'm of the opinion  
22 that we are better off with -- with more of a overarching,  
23 you know, data production framework, which for users, and I  
24 think that would be good to do.

25 REPRESENTATIVE ERIC SWALWELL: And -- and, you

1 know, in Europe just last year they implemented the General  
2 Data Protection Regulation known as GDPR, and the goals were  
3 for consumers to know, to understand and consent. And would  
4 you agree, that if there was a framework in The United  
5 States to have a national privacy law, that would be the,  
6 you know, critical framework to have know, understand and  
7 consent?

8 MR. SUNDAR PICHAI: You know, we've had quite a bit  
9 of experience now working with GDPR, and we've done it for  
10 many, many months. And, you know, I think there are -- you  
11 know, I think it's a well thought out, crafted piece of  
12 legislation. I do think there's some value for companies to  
13 have consistent global regulations. I think it's also  
14 important for users, as they navigate services globally.  
15 And so, I do see value in aligning where we can.

16 REPRESENTATIVE ERIC SWALWELL: Mr. Pichai, as part  
17 of Russia's attack on our democracy in 2016, it -- it used  
18 ads on your platform, on Facebook's, platform, on Twitter's  
19 platform, and money was provided in Rubles and from Russia  
20 addresses. What has Google done to make sure this doesn't  
21 happen again? And -- and just last week Secretary Mattis  
22 confirmed that Russia continued its attack on our democracy  
23 in the most recent midterm elections.

24 MR. SUNDAR PICHAI: Congressman, as I said earlier,  
25 it's an area where we invest a lot. I mean, we -- we did

1 see limited, improper activity, and, you know, obviously we  
2 learned from that. We've been very transparent with our  
3 findings. Leading up over the past couple of years, anytime  
4 we have found other activity, you know, which is material,  
5 we disclose it, and we are constantly evolving the practices  
6 we do. But, you know, I do say our efforts have been pretty  
7 successful so far, Google as a whole, through both our  
8 election cycles. But it's an area where it's never enough  
9 and, you know, so you're constantly vigilant and doing more  
10 and.

11 REPRESENTATIVE ERIC SWALWELL: Mr. Pichai, I don't  
12 think anyone disagrees that seeing an answer on a results  
13 page for certain queries can be useful. For example, if I  
14 type in, you know, what is 25 times 15, and Google spits out  
15 375, that's useful. But today, you know, if my wife was to  
16 search for a pediatrician in Dublin, California, instead of  
17 being matched with the most relevant information from across  
18 the web, according to Google's algorithms, my wife or any  
19 mom would see a map that is powered by Google's ecosystem of  
20 local reviews.

21 And in response to claims that Google has put its  
22 own results ahead of its competitors, when it's page rank  
23 algorithm believes the competitors should be ranked higher,  
24 Google has told certain international enforcers that local  
25 search results come from a specialized index, which is

1 distinct from its organic web index. And I was hoping today  
2 you could clarify for me, is it technically possible for  
3 Google to compare local business content it collects against  
4 that of content collected by third party services using a  
5 page rank, like quality score?

6 MR. SUNDAR PICHAI: You know, we -- we employ a  
7 wide variety of signals. We are interested in providing  
8 users. We respond to user feedback. So as a user, you  
9 could be on a mobile phone with very limited connectivity.  
10 You could be a busy parent on your way and you're checking  
11 for some information, maybe trying to find a doctor because  
12 your kid is sick. And so we are looking to see how we can  
13 get that information to you, as quickly as possible. That's  
14 the use case which drives our product development.

15 And -- and if that information is best available  
16 from another company, we make it available. There are times  
17 we are able to provide that information, because we have  
18 better information. And so, we are constantly looking and a  
19 and -- and -- and we do that to the best of our ability.

20 REPRESENTATIVE ERIC SWALWELL: Thank you. I yield  
21 back.

22 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
23 gentleman yields back. At this time, The Chair recognizes  
24 the gentlemen from Louisiana, Mr. Johnson.

25 REPRESENTATIVE MIKE JOHNSON: Thank you, Mr.

1 Chairman. Mr. Pichai, we want to thank you for appearing  
2 today and for taking the time to answer and -- and meet with  
3 us individually, answer our questions. I think you and I  
4 both agree it's important for your company and for the  
5 people, for us to have this public hearing and to get all  
6 this information on the record, so to speak.

7 So as we discussed in my office yesterday, my  
8 conservative colleagues and I are fierce advocates of  
9 limited government. And we're also committed guardians of  
10 free speech and the free marketplace of ideas. We do not  
11 want to impose burdensome government regulations on your  
12 industry.

13 However, we do believe we have an affirmative duty  
14 to ensure that the engine that processes as much as we said  
15 today, 90 percent of all internet searches, is never used to  
16 unfairly sensor conservative viewpoints or suppress  
17 political views.

18 Your challenge today, and in the days ahead, is to  
19 convince the members of this body that Google and your  
20 industry peers will implement your own sufficient safeguards  
21 and solutions to this problem, so that the government  
22 doesn't have to intervene.

23 Here -- here's a question. In -- in previous  
24 hearings and discussions, Google has described the trusted  
25 Flagger program as a source for recommending content be

1 removed from your platform.

2 Recently Google released a transparency report on  
3 content removal which revealed that, out of the 7.7 million  
4 automated flag and removals from your platform, YouTube,  
5 around 70 percent of that content was removed before it had  
6 received any views from the public. Here's the question.  
7 How does Google ensure that content removed in the automated  
8 process is not merely because of philosophical or political  
9 differences.

10 MR. SUNDAR PICHAI: Congressman, it's an important  
11 question. As you said, YouTube is committed to being a  
12 platform for freedom of expression. And, you know, we -- we  
13 go to great lengths to do that. We only handle videos in --  
14 in the areas of clearly defined policies we have. We do  
15 have automated systems, but, you know, we assess it. We  
16 later spot check it, to make sure the system is working as  
17 intended. We respond to feedback. As content creators, you  
18 can appeal if you think something was removed erroneously.

19 But it's really important to us that we -- we -- we  
20 provide a platform for freedom of expression, but enforce  
21 the rules of the road on areas where we have said and -- but  
22 we are very transparent about the areas and the clear  
23 policies with which we do those things.

24 REPRESENTATIVE MIKE JOHNSON: You've spoken a lot  
25 today about objectivity. That's the goal. We applaud and

1 appreciate that. As you know, Alphabet's incubator Jigsaw  
2 has introduced Perspective. It's a tool that uses machine  
3 learning to filter online discussions for, quote "toxicity"  
4 unquote. This to me raises issues of how Google's parent  
5 company is using machine learning to filter speech that is  
6 viewed as unproductive, such as ad hominem attacks or  
7 offensive language or -- or the like.

8 When creating a tool like Perspective, what steps  
9 has Google taken to protect conservative viewpoints from  
10 being considered toxic by subjective reviewers, as the  
11 program progresses?

12 MR. SUNDAR PICHAI: Congressman, Perspective  
13 provided by one of our sister organizations, Jigsaw. It's a  
14 platform for publishers to use. So the publishers get to  
15 define what they want acceptable or not and -- and -- and  
16 that's what the tool, you know, provides for them. But  
17 I think your point is valid. I mean, we -- we don't want to  
18 be in the -- in the position of just editorializing  
19 publisher content. And we're just providing a tool for  
20 publishers to better drive the content on their platforms.

21 REPRESENTATIVE MIKE JOHNSON: You mentioned the  
22 appeals process, if a content provider has their material  
23 flagged. How quick does that appeals process work? In  
24 other words, what's the review period?

25 MR. SUNDAR PICHAI: I think it -- it varies. We

1       prioritize areas which are sensitive. For example, areas  
2       like terrorism is something we prioritized very  
3       significantly and higher up in the queue. But we are  
4       ramping up our resources and our goal is to do it as soon as  
5       possible. But, you know, sometimes it can be a matter of  
6       hours. If it's areas around copyright, we have implemented  
7       content tidy. We have a system by which we can  
8       automatically direct and respond right of way back to  
9       copyright owner. So it's -- it's a constant working  
10      progress.

11               REPRESENTATIVE MIKE JOHNSON: In -- in the  
12      committee's last hearing with Google's Ms. Juniper Downs, we  
13      discussed this. I raised the case of the Alliance Defending  
14      Freedom's content being removed after being reported by a  
15      trusted flagger on YouTube. The -- the flagging  
16      organization was the southern -- was the Southern Poverty  
17      Law Center, which has kind of an infamous reputation for  
18      being, I would say a radical left organization that opposes  
19      conservative viewpoints.

20               What criteria does Google use when granting trusted  
21      flaggers status to third parties such as the SPLC.

22               MR. SUNDAR PICHAI: You know, today we -- I first  
23      want to clarify one thing. Our trusted flaggers don't  
24      remove content. They can flag content for us to review  
25      and -- and we review flagged content. It's mostly used by



1 law enforcement, many -- many nonprofit agencies in -- in  
2 areas, important areas, like, child safety, terrorism, and  
3 so on. Southern Poverty Law Center is a trusted flagger.  
4 People can register. Last we've checked, they've never  
5 flagged a single video on our platform.

6 We have reached out to a wide variety of  
7 organizations, including conservative organizations. We  
8 would be happy to take your suggestions to add, you know,  
9 organizations as trusted flaggers.

10 REPRESENTATIVE MIKE JOHNSON: I appreciate that.  
11 We need a little objectivity in the reviewers and I'll yield  
12 back.

13 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
14 gentleman's time has expired. The Chair now recognizes the  
15 gentleman from California, Mr. Lieu.

16 REPRESENTATIVE TED LIEU: Thank you, Mr. Chair.  
17 This is now the fourth hearing in a series of ridiculous  
18 hearings on the free speech of internet companies. A  
19 significant portion of this hearing was a waste of time,  
20 because the First Amendment protects private individuals and  
21 corporation's free speech rights.

22 Now, there are things that Google does unrelated to  
23 speech that I disagree with, but when it comes to search  
24 algorithms, your prioritization, what videos you want to  
25 show, the First Amendment protects you. So I'm going to ask

1       you a series of questions. Some of them are fairly basic  
2       and I apologize, but I feel like I have to educate some of  
3       my colleagues on how the U.S Constitution works. And feel  
4       free to answer yes or no.

5               So my first question is: We here on the judiciary  
6       committee are the government and Google is a corporation,  
7       correct; yes or no?

8               MR. SUNDAR PICHAI: Yes.

9               REPRESENTATIVE TED LIEU: All right. The First  
10       Amendment limits what government can do in regulating the  
11       content of speech. It does not limit Google, but Google  
12       does have to follow corporate laws and other laws. And  
13       under those laws, you and your board of directors have a  
14       fiduciary duty to your shareholders, correct?

15              MR. SUNDAR PICHAI: Yes.

16              REPRESENTATIVE TED LIEU: Okay. And one of the  
17       ways that Google generates a profit is when consumers use  
18       your search engine, they watch videos, some of them click on  
19       ads. They use your applications. Isn't that one way you  
20       generate profit?

21              MR. SUNDAR PICHAI: That's one of the business  
22       models we use.

23              REPRESENTATIVE TED LIEU: Okay. And if consumers  
24       were not getting the search results they wanted or not --  
25       not getting the videos they wanted to see, they might start

1 moving to your competitors; isn't that right?

2 MR. SUNDAR PICHAI: Every Monday when I run my  
3 management meetings, yes, we worry about -- users have a lot  
4 of choices. So we work hard to earn their trust every week.

5 REPRESENTATIVE TED LIEU: And so, let's say you  
6 figure out that the number one thing users want to see are  
7 dog and cat videos. Under the U.S. Constitution, you have  
8 the absolute right to promote dog and cat videos. I'm not  
9 saying you -- you do that, but you do have the right to do  
10 that if you wanted to; isn't that correct?

11 MR. SUNDAR PICHAI: Congressman, I -- I'm not the  
12 expert on First Amendment, but generally I -- I think that's  
13 right.

14 REPRESENTATIVE TED LIEU: I thank you. So, last  
15 week when I got noticed we're going to have another one of  
16 these hearings, I did a search on Google. I searched for  
17 Congressman Steve Scalise. He is a Republican. And I hit  
18 the news tab and the first four articles that come up are  
19 generally pretty positive. The first one is from Town Hall,  
20 a generally conservative publication, about his book, Back  
21 in the Game.

22 The second article, it's also about his book, Back  
23 in the Game. Third is about him talking about election  
24 results. Fourth is from Fox, another positive article about  
25 his book, Back in the Game. You don't have a group of

1 people at Google, they're sitting there thinking, hey, we  
2 like Steve Scalise, so we're going to generate positive  
3 articles on these search results? That's not what's  
4 happening, right?

5 MR. SUNDAR PICHAI: You know, I'm very glad to see  
6 congressman Steve Scalise fully recovered and back, but we  
7 don't -- we don't, you know, deal with individual queries  
8 and, you know, with any viewpoint. And so this is our --

9 REPRESENTATIVE TED LIEU: In fact, nowhere in your  
10 programming code does Congressman Steve Scalise even show  
11 up; isn't that right?

12 MR. SUNDAR PICHAI: Yes, that's right.

13 REPRESENTATIVE TED LIEU: Okay. Now, I'm going to  
14 do a real time Google search for a very similar term. I'm  
15 going to change one word. So I'm going to search for  
16 Congressman Steve King. I'm going to hit the news tab. The  
17 first article that pops up is from ABC news. It says Steve  
18 King's racist immigration talk prompts calls for  
19 congressional censor. That's a negative article, but you  
20 don't have a group of people at Google sitting here thinking  
21 and trying to modify surgery results, every time Steve Kings  
22 comes up, a negative article appears? That's not what's  
23 happening right?

24 MR. SUNDAR PICHAI: We always operate for any query  
25 with the same set of principles. We are trying to reflect

1 what is currently, you know, if it is newsworthy, what is  
2 currently being discussed about that -- that -- that phrase.

3 REPRESENTATIVE TED LIEU: Thank you. So let me  
4 just conclude here, by stating the obvious. If you want  
5 positive search results, do positive things. If you don't  
6 want negative search results, don't do negative things. And  
7 to some of my colleagues across the aisle, if you're getting  
8 bad press articles and bad search results, don't blame  
9 Google or Facebook or Twitter, consider blaming yourself. I  
10 yield back.

11 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
12 gentleman's time has expired. The Chair recognizes the  
13 gentleman from Arizona, Mr. Biggs.

14 REPRESENTATIVE ANDY BIGGS: Thank you, Mr.  
15 Chairman. Thanks for being here, Mr. Pichai. I -- I don't  
16 disagree with -- with one point made by the last  
17 interrogator -- questioner, let's call them questioner;  
18 that's easier to say. In -- in the sense that I think you  
19 have a First Amendment right, to do what you guys want to  
20 do. So you're a private company. There's very few  
21 constraints on the First Amendment, although there are lots  
22 of constraints ultimately, when we start looking at it,  
23 everything from liable to slander to threatening and  
24 intimidating to yelling fire in a crowded theater.  
25 There's -- we have constraints on First Amendment speech.

1 But you've seemed, as we've gone through here today, to say  
2 that Google doesn't have bias. You, yourself, have said you  
3 personally don't have bias or animus, and you also tried to  
4 implement policies to prevent bias and animus, as well.  
5 Isn't that true?

6 MR. SUNDAR PICHAI: Yeah. I -- I -- we work hard  
7 to build our products in a neutral way, and are committed to  
8 doing it that way.

9 REPRESENTATIVE ANDY BIGGS: Right. And in some  
10 respects, we haven't heard much discussion about the human  
11 intersection with the creation or manipulation or editing of  
12 algorithms, but there is human interaction with the  
13 creation. Humans create the algorithms, and you might have  
14 some artificial intelligence that -- that might do some  
15 additional information as it goes. But originally the  
16 creativity comes from the humans, right?

17 MR. SUNDAR PICHAI: Yeah, that's right.

18 REPRESENTATIVE ANDY BIGGS: Well, how can we be  
19 assured that foreign adversaries will not use your platform  
20 against Americans or American national interests?

21 MR. SUNDAR PICHAI: You know, we -- we always worry  
22 about that, that as a threat factor. And this is why we  
23 make sure, you know, the -- the best way we do it. When  
24 we're building our products, we don't rely on, you know, one  
25 person or groups of people to be able to do it. We follow a

1 set of robust processes, including tests and validation both  
2 from users. We get feedback from users, and we use raters  
3 externally, to evaluate. And we do this, for example, our  
4 search raters in the U.S. are there in all the 50 states of  
5 the U.S. We geographically distribute them, so that we  
6 really get the perspectives of everyone around the country.

7 REPRESENTATIVE ANDY BIGGS: Well, that -- that  
8 doesn't really get to the answering my question of -- of  
9 security assurance. And so, I -- I guess, if manipulation  
10 of your information systems was not possible or effective,  
11 we -- we would -- we would not be seeing so many countries  
12 investing in -- in the capability of manipulation, whether  
13 it's Russians or Chinese or Iranians or others that are, you  
14 know, attempting to manipulate your system?

15 MR. SUNDAR PICHAI: And they may be -- there may be  
16 attempts to use our products and services. So, for example,  
17 because we provide advertising products, you know,  
18 somebody -- and what we saw in the 2016 election was, you  
19 know, limited activity, but it's improper. Two accounts  
20 related to Russia, you know, advertised using our platforms.

21 REPRESENTATIVE ANDY BIGGS: That totaled \$4,700 I  
22 think you said.

23 MR. SUNDAR PICHAI: Yeah. So that's an example of,  
24 you know, the kind of threat we see and, you know, it's  
25 something we're working hard to mitigate and avoid.

1 REPRESENTATIVE ANDY BIGGS: Okay. And so, I -- I  
2 guess, I would say that it looks like you guys have a policy  
3 of do no evil, right? Is that fair to say you -- you?

4 MR. SUNDAR PICHAI: It -- it's not an official  
5 policy, but, you know, it's a -- it's a statement which has  
6 been communicated by us, internally.

7 REPRESENTATIVE ANDY BIGGS: And -- and other people  
8 have brought up the -- the work that you may or may not be  
9 doing in China and I want a clarification of that. Are you  
10 looking to expand in China and cooperate with the Chinese  
11 government on a platform release in China?

12 MR. SUNDAR PICHAI: To the question, it's about  
13 search. Right now, we have no plans to launch search in  
14 China. We have always over the years explored how best we  
15 can continue to serve users in China, but that's what we're  
16 doing.

17 REPRESENTATIVE ANDY BIGGS: Are you doing anything  
18 with the data share with the Chinese government.

19 MR. SUNDAR PICHAI: Today, we don't operate our  
20 services, which -- which involve user data like Google  
21 search or Gmail in China. And so, no.

22 REPRESENTATIVE ANDY BIGGS: So, you're telling me  
23 nothing at all then, with China?

24 MR. SUNDAR PICHAI: We do provide, you know, for  
25 example, Android, which is an operating system. We work



1 with partners around the world and -- and there are OEM  
2 manufacturers around the world, including in China.

3 REPRESENTATIVE ANDY BIGGS: So -- so you  
4 manufacturers, but beyond manufacturers, any -- any other  
5 platform use?

6 MR. SUNDAR PICHAI: We don't have any special  
7 agreements on user data today with --

8 REPRESENTATIVE ANDY BIGGS: Chinese government?

9 MR. SUNDAR PICHAI: That's right.

10 REPRESENTATIVE ANDY BIGGS: Okay. Do you share the  
11 data that you collect on civilians with The United States  
12 Federal Government?

13 MR. SUNDAR PICHAI: We comply with valid law  
14 enforcement request -- requests and, you know, and we -- we  
15 have a due process. We comply with valid law enforcement --

16 REPRESENTATIVE ANDY BIGGS: What's the extent of  
17 that?

18 MR. SUNDAR PICHAI: You know, we publish a  
19 transparency report, in which we give insights into the law  
20 enforcement request we've gotten and are, you know, and --  
21 and our compliance there.

22 REPRESENTATIVE ANDY BIGGS: The last question I  
23 have and real quickly. In May 2016, Google banned all ads  
24 by payday lenders, even though it invested in LendUp, which  
25 is effectively a payday lender, and it -- it banned ads

1 by -- by competitors. Is that a normal practice?

2 MR. SUNDAR PICHAI: Congressman, we -- we undertook  
3 ad policies in that particular area, because we saw evidence  
4 of misuse, and we had gotten a lot of feedback, and that's  
5 what we reacted to.

6 REPRESENTATIVE ANDY BIGGS: Did you -- did you ban  
7 your own, LendUp?

8 MR. SUNDAR PICHAI: I don't think Google is  
9 involved. I think one of our sister companies is, you know,  
10 has -- has an investment in --

11 REPRESENTATIVE ANDY BIGGS: In LendUp, right?

12 MR. SUNDAR PICHAI: I think that's my  
13 understanding.

14 REPRESENTATIVE ANDY BIGGS: Was it banned?

15 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
16 gentleman's time -- and a gentleman. Time hazards.

17 MR. SUNDAR PICHAI: I can follow up. I'm not aware  
18 of the specifics. I'm happy to follow up.

19 REPRESENTATIVE ANDY BIGGS: Okay. Thank you.

20 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
21 gentleman's time has expired. The gentleman from Maryland,  
22 Mr. Raskin, is recognized.

23 REPRESENTATIVE JAMIE RASKIN: Thank you, Mr. Chair.  
24 Welcome and thank you for your testimony today. Do you know  
25 what Frazzledrip is?

1 MR. SUNDAR PICHAI: I'm not aware of the specifics  
2 about it. I heard some references about it from my -- from  
3 my team, over the past 24 hours.

4 REPRESENTATIVE JAMIE RASKIN: I just learned about  
5 it in The Washington Post this morning. There's a article  
6 with this headline, "A Platform for Free Speech That  
7 Extremist Routinely Exploit." And in it, the article  
8 explains that the recommendation engine for YouTube,  
9 which -- which is owned by Google, correct?

10 MR. SUNDAR PICHAI: Yes, sir.

11 REPRESENTATIVE JAMIE RASKIN: The recommendation  
12 engine for YouTube recently suggested videos claiming that  
13 politicians, celebrities and other lead figures were  
14 sexually abusing or consuming the remains of children, often  
15 in Satanic rituals. According to watchdog group Algo  
16 Transparency. The claims echo and often site the  
17 discredited Pizza Gate conspiracy, which two years ago led  
18 to a man firing shots into a northwest Washington D.C.  
19 pizzeria in search of children he believed were being held  
20 as sex slaves by Democratic party leaders.

21 One recent variation on the theory, which began  
22 spreading on YouTube this spring, claimed that Democrat  
23 Hillary Clinton and her long time aide, Huma Abedin, had  
24 sexually assaulted a girl and drank her blood. A conspiracy  
25 theory, its proponents dubbed Frazzledrip.

1 Now, the article goes on to describe how this  
2 Frazzledrip conspiracy is all over YouTube, and some of the  
3 Frazzledrip clips purport to show grainy images of Clinton  
4 and Abedin committing crimes and speak of invoking the death  
5 penalty. In one video, which has been viewed 77,000 times  
6 and remains online today, has a voiceover that says, "will  
7 these children become the desert at the conclusion of the  
8 meal."

9 So and this is just one example that they use of  
10 extreme right and paranoid conspiracy groups using YouTube  
11 as a place to trade their videos and to promote propaganda.  
12 What is your company policy on that and are you trying to  
13 deal with it?

14 MR. SUNDAR PICHAI: You know, we are -- we are  
15 constantly undertaking effort to deal with misinformation,  
16 but, you know, we have clearly stated policies and we have  
17 made lots of progress in many of the areas where, you know,  
18 over the past year. So, for example, in areas like  
19 terrorism, child safety, and so on. We are looking --  
20 looking to do more, you know, this was a recent thing, but  
21 I'm committed to following up on it and -- and making sure  
22 we are evaluating these against our policies.

23 REPRESENTATIVE JAMIE RASKIN: Yeah.

24 MR. SUNDAR PICHAI: But, it's an area we  
25 acknowledge there's more work to be done and, you know, and

1 and we'll definitely continue doing that.

2 REPRESENTATIVE JAMIE RASKIN: One of the videos  
3 discussed, included images of a body on a table before  
4 restrained children and of Hillary Clinton with a bloodied  
5 mouth and fangs claiming that she and Abedin drank the blood  
6 of their victim. That was removed, but then another  
7 consisting of an exact copy of the video remained online and  
8 apparently, remains online.

9 So I -- I mean, is your basic position that this is  
10 something you want to try to do something about, but  
11 basically there's just an avalanche of such material and  
12 there's really nothing that can be done. And it should be  
13 buyer beware, were consumer beware when you go on YouTube?

14 MR. SUNDAR PICHAI: You know, we do grapple with  
15 difficult issues. I mean, we -- we have to look at it on a  
16 video by video basis, and we have clearly stated policies.  
17 So we would need to evaluate whether the video, the specific  
18 video.

19 REPRESENTATIVE JAMIE RASKIN: Yeah.

20 MR. SUNDAR PICHAI: Violates any of our policies.  
21 And we do strive to do it for the volume of content we do  
22 get and, you know.

23 REPRESENTATIVE JAMIE RASKIN: Yeah.

24 MR. SUNDAR PICHAI: We get around 400 hours of  
25 video every minute, but it's our responsibility, I think,

1 to -- to make sure, you know, YouTube is a platform for  
2 freedom of expression, but it's responsible and contributes  
3 positively to society.

4 REPRESENTATIVE JAMIE RASKIN: Some of my colleagues  
5 are upset about negative references to Donald Trump, not  
6 Hillary Clinton or not Barack Obama. And obviously, you  
7 know, one potential strategy today is to try to heckle you  
8 into somehow playing favorites with Donald Trump and  
9 Republicans. I think that that would be a silly and  
10 ridiculous takeaway from this. On the other hand, there is  
11 material which is a true public danger.

12 You know, you've got a right to have whatever  
13 politics you have. I mean, we could -- we could subpoena  
14 Fox News and bring them in here and beat them up about how  
15 90 percent of the references on Fox News to Barack Obama, or  
16 Hillary Clinton are negative, but they've got that right  
17 under the First Amendment. And you've got a right under  
18 First Amendment to have whatever political views you've got.

19 But I think the point at which it becomes a matter  
20 of serious public interest is when your communications  
21 vehicle is being used to promote propaganda that leads to  
22 violent events, like the guy showing up within the Pizza  
23 Gate conspiracy case. And so I guess my question is, are  
24 you taking that threat seriously?

25 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The

1 gentleman's time has expired, but you can answer the  
2 question.

3 MR. SUNDAR PICHAI: Thank you. We have very clear  
4 policies against hate speech, things which could incite harm  
5 or hatred or violence. And, you know, that's an area where  
6 we are clearly taking a lot of action. But I -- I want to  
7 acknowledge there's more work, more work to be done. And,  
8 you know, with our growth comes more responsibility, and we  
9 are committed to doing better, as we invest more in this  
10 area.

11 REPRESENTATIVE JAMIE RASKIN: Thank you, Mr.  
12 Chairman.

13 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you.  
14 The Chair now recognizes the gentlelady from Georgia, Ms.  
15 Handel.

16 REPRESENTATIVE KAREN HANDEL: Thank you, Mr.  
17 Chairman. Thank you, very much for being here, Mr. Pichai.  
18 For years, the Federal Trade Commission on a bipartisan  
19 basis has affirmed that precise geolocation information is  
20 considered highly, highly sensitive and that consumers must  
21 opt in to that. Do you agree with that?

22 MR. SUNDAR PICHAI: Yes, I agree with that.

23 REPRESENTATIVE KAREN HANDEL: Do you think there's  
24 other information, privacy information of consumers, that  
25 should also be required to have opt in versus opt out.

1 MR. SUNDAR PICHAI: In general, I think a framework  
2 for privacy in which users have a sense of transparency,  
3 control and choice, and have a clear understanding of the  
4 tradeoffs they need to make, I think is very good for  
5 consumers and we would support that.

6 REPRESENTATIVE KAREN HANDEL: Okay. And speaking  
7 of privacy and transparency, I'm trying to understand the  
8 difference between a paying customer for the Google Suites  
9 versus the free Gmail. So when it comes to data collection,  
10 are the criteria and the rules the same if you're on Google  
11 Suites versus Gmail?

12 MR. SUNDAR PICHAI: Gmail -- Google Suite is a -- a  
13 broader suite of products than Gmail alone. You know, we  
14 have very specific policy -- policies around Gmail. In  
15 general, we don't as a company, we don't read your Gmail,  
16 unless we have expressed consent from you, for example, to  
17 investigate security or abuse related to an account. On G  
18 Suite. We provide G Suite across many instances. We have  
19 clear policies against that, too. We don't use it --

20 REPRESENTATIVE KAREN HANDEL: All right. But what  
21 I'm asking is are the policies different?

22 MR. SUNDAR PICHAI: We don't distinguish between.  
23 So, for example, today we provide G Suite for free to many  
24 educational institutions. We don't use the data for -- from  
25 within G Suite for advertising.



1 REPRESENTATIVE KAREN HANDEL: You collect it?

2 MR. SUNDAR PICHAI: Well, we store. You know, G  
3 Suite involves user documents, be it documents or Gmail, so  
4 we store it for the -- for the user so that they can access  
5 it.

6 REPRESENTATIVE KAREN HANDEL: And no one in your  
7 company has access to it?

8 MR. SUNDAR PICHAI: People --

9 REPRESENTATIVE KAREN HANDEL: Or they do have  
10 access?

11 MR. SUNDAR PICHAI: We have policies that they  
12 cannot access it unless they have specific consent from the  
13 user, for a specific situation.

14 REPRESENTATIVE KAREN HANDEL: Okay. What would be  
15 one of those reasons.

16 MR. SUNDAR PICHAI: For example, you may want to  
17 investigate fraudulent activity related to your account,  
18 and, you know, we -- we may ask for your permission to do --  
19 do that. There may be a valid law enforcement requirement,  
20 which we have to comply with.

21 REPRESENTATIVE KAREN HANDEL: All right. I'm going  
22 to go back to Google Takeout, which my colleague from  
23 Georgia asked about earlier. I would say that the average  
24 person probably has never heard of Google Takeout until  
25 recently. So when did it become available?

1 MR. SUNDAR PICHAI: You know, we -- we started this  
2 effort, you know, I'm aware of it as earliest over 10 years  
3 ago, and we started building for many of our products. We  
4 started an office in Chicago with the express goal of  
5 providing users with this takeout capabilities. I think we  
6 were quite unique in starting to work on that as a company,  
7 but there's more effort we plan to do there.

8 REPRESENTATIVE KAREN HANDEL: Who has access to it?

9 MR. SUNDAR PICHAI: This is for users. So, for  
10 example, if you decide to, you know, stop your Gmail account  
11 and you go with another email provider, being able to take  
12 your Gmail data with you, and that's what it's designed for.  
13 Takeout is for users. Yeah.

14 REPRESENTATIVE KAREN HANDEL: And -- but no one  
15 from within Google or any other place, can come in to Google  
16 Takeout and get your information?

17 MR. SUNDAR PICHAI: No. It's -- it's expressly  
18 designed for consumers to take their data with them and --

19 REPRESENTATIVE KAREN HANDEL: I understand what  
20 it's designed for. I'm asking who practically can get  
21 access to it?

22 MR. SUNDAR PICHAI: You know, we have very strict  
23 limitations on access to sensitive --

24 REPRESENTATIVE KAREN HANDEL: Oh, so it's more than  
25 just, if -- if I were going to Google Takeout for Karen

1 Handel, I'm not the only person who has access to my Google  
2 Takeout?

3 MR. SUNDAR PICHAI: No. You are the only person  
4 who can take out your data, but I'm just saying, you -- you  
5 asked about internal systems. We have clear policies.  
6 Employees can't go looking at user data, unless there is  
7 a -- there are a narrow set of circumstances, which may  
8 involve either consent from the user or legal situations, et  
9 cetera.

10 REPRESENTATIVE KAREN HANDEL: All right. Is it  
11 free?

12 MR. SUNDAR PICHAI: Is takeout?

13 REPRESENTATIVE KAREN HANDEL: To get your data?

14 MR. SUNDAR PICHAI: Yes. It is free.

15 REPRESENTATIVE KAREN HANDEL: So when a person  
16 takes their data out or they want to go through and clean up  
17 privacy and they delete, is it really deleted or is it just  
18 hidden.

19 MR. SUNDAR PICHAI: If -- depending on the service,  
20 if you're terminating your account and you -- you delete the  
21 data, it will take some time, and we communicate that to  
22 propagate through our systems and -- and get removed, but we  
23 follow through on that.

24 REPRESENTATIVE KAREN HANDEL: But it's deleted,  
25 it's not just hidden from sight?

1 MR. SUNDAR PICHAI: It's deleted.

2 REPRESENTATIVE KAREN HANDEL: Okay. One last  
3 question. You said that your company embarked on an  
4 initiative to register people to vote. How did you do that  
5 and who did you target and in what states?

6 MR. SUNDAR PICHAI: All -- all we -- you know, so,  
7 for example, during registration windows, we, you know,  
8 we -- we highlight, we give people information about where  
9 to register. We do these things representatively across --  
10 for all our users across the U.S. And all indications are  
11 that the participation is uniformly high across our user  
12 base. So the, you know, we -- we do this with the express  
13 goal of --

14 REPRESENTATIVE KAREN HANDEL: But how did you do  
15 it? Did you send out links? Did you send out voter  
16 registration forms to people?

17 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
18 gentlelady's time has expired, but you can answer the  
19 question.

20 REPRESENTATIVE KAREN HANDEL: Thank you.

21 MR. SUNDAR PICHAI: For example, on -- on the  
22 Google home page, we may say check where you're polling  
23 places, and as a user, you can click on it and we give you  
24 the location of your closest polling locations and the  
25 opening times available to you. That's an example.

1 REPRESENTATIVE KAREN HANDEL: I'll be following up  
2 on that. Thank you, Mr. Chairman. I yield.

3 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The Chair  
4 now recognizes the gentlelady from Washington State, Ms.  
5 Jayapal.

6 REPRESENTATIVE PRAMILA JAYAPAL: Thank you, Mr.  
7 Chairman. And thank you, Mr. Pichai, for coming to testify  
8 before us. I, for one, am thrilled that you, as a company  
9 encourage people to vote. I think we should all do that.  
10 I'd love to see election day as a holiday.

11 I've been deeply concerned for some time about  
12 employers mandating forced arbitration rather than allowing  
13 for people to pursue justice. And forcing people into  
14 arbitration when they've already experienced a violation of  
15 their basic rights, I think is a deep injustice, and it  
16 subjects people who have already been victimized to further  
17 victimization. And we've seen research that shows that it  
18 discourages people from coming forward to report abuses to  
19 begin with.

20 There are very successful companies in your field,  
21 including companies like Salesforce, that have thrived while  
22 foregoing forced arbitration contracts and clauses. And I  
23 think that we can all agree that the argument, that  
24 eliminating force arbitration threatens innovation should be  
25 dismissed out of hand. Eliminating forced arbitration has

1       been a shared priority by my colleagues on this committee,  
2       as evidenced by the fact that our ranking member, Jerry  
3       Nadler, as well as Hank Johnson, David Cicilline and I have  
4       all introduced legislation to end the practice.

5               And I was very heartened to see that Google ended  
6       forced arbitration, but only in the context of -- of sexual  
7       harassment. And so, I hope you agree with me, that  
8       upholding people's fundamental right to safety in the  
9       workplace and freedom from discrimination, whether it's  
10      based on gender or sexual orientation or race or religion or  
11      any other metric, really benefits all of us.

12             And so, I wanted to point out that it's  
13      particularly critical for companies like Google to take that  
14      moral leadership in this space, since there are limitations  
15      for affected people to pursue systemwide change through  
16      tools, like class action lawsuits. And I recognize that  
17      this is not exclusive to Google and that it extends to many,  
18      many other employers.

19             But since you're here before the committee today,  
20      which has jurisdiction over this issue, I want to ask you if  
21      you will voluntarily commit to expanding the policy of  
22      ending forced arbitration for any violation of a person's  
23      rights, not just around sexual harassment, but really for  
24      all of your employers and your contractors.

25             MR. SUNDAR PICHAI: Congresswoman, thanks for the

1 question. It's an important area. One thing, if I could  
2 clarify. Today, our arbitration agreements don't require  
3 any confidentiality provisions. That's how we have done it.  
4 But -- but as you -- as you mentioned, for sexual  
5 harassment, we -- we agreed that it should be up to the  
6 employees and we gave them a choice.

7 We're definitely looking into this further. It's  
8 an area where I've gotten feedback, personally, from our  
9 employees. So we are definitely reviewing what we could do.  
10 And, you know, I'm -- I'm -- I'm looking forward to  
11 consulting and -- and happy to think about more -- more  
12 changes here.

13 REPRESENTATIVE PRAMILA JAYAPAL: Well, we'd love to  
14 work with you on that. I think that this, really, for  
15 people who are listening to this hearing that may not  
16 understand this. Basically, when you sign a contract, as we  
17 saw with sexual harassment, you -- some -- some employees  
18 don't even know what they're signing away, but they're  
19 signing away their ability to actually pursue claims, in the  
20 justice system, by going to forced arbitration.

21 And so I think that this is very, very important.  
22 I think you're point about confidentiality is important, but  
23 that's not the issue here. That is about transparency, but  
24 it's not about the basic right of somebody to seek access to  
25 do process and to justice, in the courts.

1           So what stage are you at in advancing the issue of  
2           ending forced arbitration, both on the sexual harassment  
3           side, but also in terms of the process for looking at it  
4           more broadly? How do we -- how do we have a timeline? How  
5           do we engage with you to make sure that you endorse our  
6           legislation, as we move forward in the next congress?

7           MR. SUNDAR PICHAI: We've already, you know,  
8           we've -- we've already enacted the changes for forced  
9           arbitration for giving arbitration as an option, for  
10          employees for sexual harassment. We're definitely reviewing  
11          what more we could do in this area. I'm definitely happy to  
12          have my office follow up, as they're thinking about it to  
13          get -- get your thoughts on it. And we are definitely  
14          committed to looking into this more and making changes.

15          REPRESENTATIVE PRAMILA JAYAPAL: Thank you. The  
16          other issue I wanted to just raise in my last minute, is  
17          moderating hate speech. And this has come up in a number of  
18          different ways, and we appreciate the work that you have  
19          done, particularly with YouTube. I know we had Alex Jones  
20          in the room earlier, but I think, you know, promoting  
21          conspiracy theories that are patently false and result in  
22          real harm is a problem.

23          Do you agree with the UN High Commissioner for  
24          Human Rights assessment that social media played a role, for  
25          example, in perpetuate -- perpetuating genocide side against



1 the Rohingya and what is Google's responsibility to moderate  
2 hate speech on -- on your platforms?

3 MR. SUNDAR PICHAI: We feel a tremendous sense of  
4 responsibility to moderate hate speech. You know, define --  
5 we've defined hate speech clearly as inciting violence or  
6 hatred towards groups of people. It's absolutely something  
7 which I think we need to take a very strict line on and --  
8 and we've stated our policies clearly and we're working hard  
9 to make our enforcement better, and -- and we've gotten a  
10 lot better, and but it's not enough. And so, we're  
11 commented to doing more here.

12 REPRESENTATIVE PRAMILA JAYAPAL: Well, we really  
13 look forward to working with you on that. And before I  
14 yield back, Mr. Chairman, let me just take a point of  
15 personal privilege to say, I was born in the same state as  
16 you in India, and I'm excited to see you leading a company  
17 and continuing to show that immigrants to this country  
18 contribute great value, in spite of some of the rhetoric we  
19 hear. Thank you, Mr. Pichai. I yield back.

20 CHAIR OF THE HOUSE JUDICIARY COMMITTEE:  
21 Gentleman's lady -- gentlelady's time has expired. Now, The  
22 Chair recognizes the gentleman from Pennsylvania, Mr.  
23 Rothfus.

24 REPRESENTATIVE KEITH ROTHFUS: Thank you, Mr.  
25 Chairman. Mr. Pichai, thank you for being here. I

1 appreciated the reference to Pittsburgh in your opening  
2 testimony. Great to have you in a -- a part of our  
3 community there. Your company really should be held out as  
4 a success story of America's free enterprise system. Google  
5 has very powerful products and services. There is a saying  
6 that goes, with -- with great power comes great  
7 responsibility and I think you realize that.

8 I want to talk a little bit about these allegations  
9 of bias that have been out there. You know, I've seen the  
10 media reports about a few Google engineers lamenting the  
11 2016 election results. Then, they discussed potentially  
12 manipulating search results that would favor some political  
13 viewpoints in the future. On a hypothetical level, those  
14 Google engineers believe that they had the power to  
15 influence an election.

16 Do you think Google's products and services are  
17 powerful enough that they can sway public opinion to tilt an  
18 election if the company wanted to? Are your products that  
19 powerful?

20 MR. SUNDAR PICHAI: Congressman, today we see users  
21 get information from a wide variety of sources. And while  
22 Google is a big player in search, search is just one of the  
23 ways in which people get information. They get it from  
24 social networking sites.

25 REPRESENTATIVE KEITH ROTHFUS: Do you -- do you

1 think that your products are that powerful?

2 MR. SUNDAR PICHAI: That's not the way I think  
3 about it when we are building -- building the products. You  
4 know, we constantly worry about the areas where we are not  
5 doing well and we're looking to do better. We definitely  
6 see a lot of innovation, not just from within the U.S. but  
7 globally around the world. And -- and we do realize we are  
8 a large company and with that comes scrutiny, and we -- we  
9 think it's important to engage on that.

10 REPRESENTATIVE KEITH ROTHFUS: You know, you've  
11 testified about Google and its algorithms working on a  
12 nonpar -- in a non partisan way. And that you're  
13 confident that Google does not approach work with any  
14 political bias. Zoe Lofgren highlighted the -- the vote  
15 in -- in Santa Clara County.

16 Does Google do anything to ensure ideological  
17 diversity among its employees and decision makers?

18 MR. SUNDAR PICHAI: Congressman, we've -- you know,  
19 I've communicated clearly to the company that, you know, we  
20 need to welcome viewpoints from across all sides. As a  
21 company, we are -- your right. We're definitely based in  
22 northern California. And clearly, you know, there -- there  
23 is a leaning there, but last year was the first year we grew  
24 faster outside of California than within California. We  
25 also have -- have employees globally and I do see a wide

1 variety of opinions expressed across --

2 REPRESENTATIVE KEITH ROTHFUS: When -- when Mr.  
3 Johnson asked a question about the -- the -- the trusted  
4 flagger program. You said for us to review. Who's the us?  
5 Who's doing the -- who's doing that review?

6 MR. SUNDAR PICHAI: We review things, both with a  
7 combination of our automated -- automated systems, as well  
8 as manual reviewers. These are people who are part of --

9 REPRESENTATIVE KEITH ROTHFUS: And -- and how many  
10 people is that? How -- how many; is it a committee? Is it?

11 MR. SUNDAR PICHAI: You know, in 20 -- we've  
12 committed to scale up our manual reviewers to over 10,000  
13 people, and we are well -- well underway to do that. And so  
14 this is thousands of people working 24/7 globally across,  
15 looking at content based on our policies.

16 REPRESENTATIVE KEITH ROTHFUS: Google has described  
17 it -- it's ethic with these pithy, great statements; don't  
18 be evil, do the right thing. I'd like to discuss these  
19 ideals in relation to reports at Google, that we've been  
20 talking about with China. The strict authoritarianism the  
21 Chinese government rules its people has caused concern  
22 around the globe for generations. I vividly recall the  
23 early days of June 1989 and Tiananmen Square.

24 Now I read reports, recent reports, about crackdown  
25 on Muslims, on Christians, on Falun Gong, mass

1       incarcerations and human rights abuses against people of  
2       faith in China should be a major concern for everyone around  
3       the world, including your company. Did Google design a  
4       prototype for a search engine that could be used in China to  
5       censor content?

6               MR. SUNDAR PICHAI: Congressman, we have undertaken  
7       an internal effort.

8               REPRESENTATIVE KEITH ROTHFUS: Did they -- did you  
9       create a prototype, though? There was a report in The  
10      Intercept that says a prototype for the censored search  
11      engine was designed.

12              MR. SUNDAR PICHAI: We have --

13              REPRESENTATIVE KEITH ROTHFUS: Are they wrong?

14              MR. SUNDAR PICHAI: We have explored what search  
15      could look like, if it -- if it were to be launched in a  
16      country like China. And that's what we explored and -- and  
17      that --

18              REPRESENTATIVE KEITH ROTHFUS: How many months was  
19      that project ongoing?

20              MR. SUNDAR PICHAI: We've had the project underway  
21      for a while, and there have been other projects which we  
22      have undertaken for a while and we have never launched them,  
23      too. So we're constantly exploring --

24              REPRESENTATIVE KEITH ROTHFUS: How many -- how many  
25      people were working on it?

1 MR. SUNDAR PICHAI: The estimates, you know, of --  
2 sorry. The number of engineers on the project have varied  
3 over time.

4 REPRESENTATIVE KEITH ROTHFUS: 10?

5 MR. SUNDAR PICHAI: At one point we've had over a  
6 100 people working on it. That's my understanding.

7 REPRESENTATIVE KEITH ROTHFUS: I just want to echo  
8 what my colleague, Ms. Jayapal had -- had said. You know,  
9 yeah, I'm glad you're here at the committee, but I'm -- I'm  
10 glad you're here in our country. You are the success story  
11 and I can just think of you sitting as a teenager in India,  
12 thinking that this was probably never even on your -- your  
13 radar. But you came to this country because this country  
14 had that promise out there and I want to thank you for being  
15 here today and encourage you to continue collaborating with  
16 this committee. Thank you.

17 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
18 gentleman's time has expired. The Chair now recognizes the  
19 gentlelady from Florida, Ms. Demings.

20 REPRESENTATIVE VAL DEMINGS: Thank you, so much,  
21 Mr. Chairman and Mr. Pichai, I'm here. Thank you, so much  
22 for being here and enduring all that we have heard and seen  
23 today.

24 As you know, Google certainly has significant  
25 influence over the dissemination of information to the

1 American people. You have the ability to mold and shape how  
2 we think, the decisions we make, what we buy. But let me  
3 just remind you and others, that America, with all of its  
4 greatness, has enough problems and we have to make sure that  
5 the gift of Google is used. The service that you provide is  
6 a responsible one. In your own statement you said, that the  
7 American people have the ability to use technology to  
8 improve their lives. So that tells me Google helps to solve  
9 problems, not create problems.

10 My concern specifically centers around the  
11 protection of the consumers, because Google certainly would  
12 not be anything without the consumer. So the protection of  
13 the data, their information, the -- the level of service  
14 that you provide. And I know we've talked a lot today about  
15 data collection and how it's used, and if the settings are  
16 in place, then it's not collected.

17 So let me just understand, really starting with the  
18 chairman's questions, which I thought was a -- a good  
19 opening for us. If a consumer tells you not to collect  
20 their data, then you do not collect the data; is that  
21 correct?

22 MR. SUNDAR PICHAI: That's -- that's right.

23 REPRESENTATIVE VAL DEMINGS: Okay. And how does  
24 Google or does Google allow advertisers to target ads based  
25 on sensitive factors, like race, ethnicity, religious,

1 affiliation?

2 MR. SUNDAR PICHAI: Currently, we don't have those,  
3 the ones you mentioned, as factors in our advertising  
4 product.

5 REPRESENTATIVE VAL DEMINGS: Okay. And what is  
6 your policy regarding predatory advertisements?

7 MR. SUNDAR PICHAI: You know, we -- we have strict  
8 policies against and, you know, we -- we respond to con --  
9 concerns there. We have undertaken significant changes to  
10 detection, we find predatory practices on our platform. So  
11 it's an area we're committed to doing better.

12 REPRESENTATIVE VAL DEMINGS: And since we do  
13 represent everybody, poor communities as well as affluent  
14 communities. How do you make sure that the information that  
15 is received in at risk communities protects the consumer, if  
16 you will? How are they treated the same in terms of  
17 affluent versus poor communities? How do you make sure that  
18 they are.

19 MR. SUNDAR PICHAI: We do engage with community  
20 organizations. We do, you know, our teams do wide outreach.  
21 And to the extent there are specific concerns, which, you  
22 know, the -- there's an abuse of our product or platform  
23 which affects, you know, communities disparately, we do  
24 follow up and engage and take action.

25 REPRESENTATIVE VAL DEMINGS: And how do you do that



1 again, please?

2 MR. SUNDAR PICHAI: So, for example, you know,  
3 the -- if there's a specific category of a product where,  
4 you know, we -- we get clear feedback, the way we have  
5 implemented the product has a disparate effect on some  
6 minority communities, we do engage and we understand and,  
7 you know, make changes in our products or policies.

8 REPRESENTATIVE VAL DEMINGS: So you get feedback.  
9 So do you initiate or do any checking or is -- does that  
10 information have to come back to you or are you proactive in  
11 terms of looking for those type of vulnerabilities?

12 MR. SUNDAR PICHAI: We do both and, you know, but I  
13 do think there's more we can do in being proactive, and it's  
14 something I'm happy to follow up and understand better.  
15 But, you know, it's an area we're committed to doing well.

16 REPRESENTATIVE VAL DEMINGS: You talked quite a bit  
17 about working more with law enforcement. I believe you said  
18 that maybe four or five times. I'd like to hear more about  
19 some of the things that you do with law enforcement to  
20 protect the consumers, as well and protect our electoral  
21 process and other things that we should care about.

22 MR. SUNDAR PICHAI: We -- we do this across a wide  
23 variety of areas. So, for example, when there were concerns  
24 expressed about election interference, it's an area where we  
25 look to law enforcement for guidance. Areas like child

1 safety is an area where we actively collaborate with law  
2 enforcement agency. So fraud, malware and, you know,  
3 depending on the area, we engage and we support them through  
4 efforts they are trying to do. The opioid crisis is a good  
5 example of an area where we are doing a lot of work with law  
6 enforcement.

7 REPRESENTATIVE VAL DEMINGS: What do you think is  
8 the main area where Google could improve to better help the  
9 consumer?

10 MR. SUNDAR PICHAI: I always --

11 REPRESENTATIVE VAL DEMINGS: To better protect the  
12 consumer.

13 MR. SUNDAR PICHAI: I always think, you know,  
14 privacy is an area where we think is sacrosanct and we've  
15 done a lot for users over the years, but it's an area where  
16 expectations are constantly evolving, and we are, as a  
17 company, needing to evolve and adapt to it. And so, it's an  
18 area we're committed to doing better. But it's an area I  
19 want to acknowledge that there's more to do, and that it's  
20 never done, and -- and something we are committed to doing  
21 better.

22 REPRESENTATIVE VAL DEMINGS: Again, thank you.  
23 And, Mr. Chairman, I yield back.

24 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
25 gentlelady yields back. The Chair now recognizes the

1 gentleman from Texas, Mr. Gohmert, for five minutes.

2 REPRESENTATIVE LOUIE GOHMERT: Mr. Pichai, I  
3 appreciate your being here. And I think most all of us  
4 agree on both sides, we applaud great work. For example,  
5 Steven Spielberg, despite politics, he's provided my family  
6 a lot of enjoyment and entertainment. You and your  
7 colleagues at Google have created an extraordinary vehicle  
8 for searching out things. It's fantastic. And as Mr. Lieu,  
9 my friend across the aisle was pointing out, you know,  
10 you've got government that's not supposed to interfere in  
11 people's civil rights, and then you've got a company, a  
12 corporation like Google.

13 My problem is when the government gives its  
14 immunity from lawsuits over to a private corporation, that's  
15 the head of that corporation, doesn't even realize that  
16 there is political bias run amok in his company. And that's  
17 the problem. I don't want to see you overregulated. I  
18 don't want to see you regulated. I want to see others come  
19 up with brilliant ways, as you, Mr. Brin and others did to  
20 create something that makes life easier. But a good  
21 example, you have a trusted flagger, you'd indicated, called  
22 the Southern Poverty Law Center.

23 The Southern Poverty Law Center really has stirred  
24 up more -- stirred up more hate than about any other group I  
25 know. They stirred up one guy to the point that he went to

1 the Family Research Council. And I know those people, and  
2 they're Christians, and they believe and I believe that  
3 Christianity is really more based on love than about any  
4 other religion in history. God so loved the world he sent  
5 his son. His son so loved the world, he gave his life. And  
6 yet they stirred up hate against the Family Research Center  
7 and a guy goes in shooting.

8 You have -- let -- let's see. June 18 of this  
9 year, Southern Poverty Law Center announced it had reached a  
10 settlement with Maajid Nawaz and his organization Quilliam  
11 for falsely labeling them as Anti-Muslim hate group. They  
12 were wrong. Now you consider them a trusted flagger, yet  
13 they keep creating problems for people that are not haters.  
14 And in fact, they had to -- excuse me. They had to pay out  
15 3.375 million. My problem is, when you put your moniker on  
16 them of trusted flagger, why aren't you paying 3.375 to Mr.  
17 Maajid Nawaz. That's my problem. You trust people that  
18 have stirred up a lot of hate.

19 And another good example, and you don't -- you're  
20 so surrounded by liberality that hates conservatism, hates  
21 people that really love our constitution and the freedoms  
22 it's afforded people like you, that you don't even recognize  
23 it. It's -- it's like a blind man not even knowing what  
24 light looks like, because you're surrounded by darkness.  
25 But if you look, let's see a good example. After President

1 Trump won, your co-founder, Mr. Brin, said, quote, "most  
2 people here are pretty upset and pretty sad."

3 Now a lot of us seeing the video, we saw how upset  
4 the top people at Google were. And for you to come in here  
5 and say there is no political bias in Google tells us, you  
6 either are being dishonest and I don't want to think that or  
7 you don't have a clue how politically biased Google is.

8 Now another example is Wikipedia. We do a search  
9 and what comes up, as right there is the knowledge panel on  
10 the right, and we hopefully will have a -- a screen shot of  
11 that. We get Wikipedia. My chief of staff went on, she  
12 told me, every night for two weeks and put proper, honest  
13 information in with proper annotations. And Wikipedia's  
14 liberal editors around the world would knock it out every  
15 day and -- instead put up a bunch of garbage, like Mark  
16 Levin has now been facing.

17 Yet to you, they get a trusted spot. And when  
18 Wikipedia slanders or liables someone and you're the one  
19 that has trusted them above any other entity, you ought to  
20 be liable. You ought to be liable when the SBLC is liable.  
21 You ought to be liable when Wikipedia demeans and uses their  
22 political bias. And I hope and encourage you to look around  
23 and notice, you runoff conservatives, you embrace liberals,  
24 and it's time Google was actually not immune, so that people  
25 can hold you accountable and get a little better

1 objectivity. I see my times run out. I yield back.

2 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
3 gentleman yields back. The Chair now recognizes Mr. King.

4 REPRESENTATIVE STEVE KING: Thank you, Mr.  
5 Chairman. I appreciate your testimony here today, and I --  
6 a number of these questions flow to me, even though I may be  
7 repeating some of this. But I'm still not clear on how many  
8 staff and who it is, that establishes the parameters by  
9 which the algorithms are written. Can you tell me about how  
10 many staff that is and -- and how that works?

11 MR. SUNDAR PICHAI: Congressman, today, it's --  
12 it's our search team, which -- which works on the core --  
13 core of our search teams. And it's, you know, a little over  
14 thousand people. I can, you know, I'm happy to elaborate  
15 more, but it's -- it's thousands of people.

16 REPRESENTATIVE STEVE KING: That's -- that's close  
17 enough, conceptually. And when you hire them, are there --  
18 are there people hired, coming in from the outside, or are  
19 they brought up from internally? What's the typical path to  
20 this, that roughly thousand person search team?

21 MR. SUNDAR PICHAI: It's a combination of both.  
22 But the senior most engineers on our search team typically  
23 tend to have been in the company for a very long time.

24 REPRESENTATIVE STEVE KING: And so most of the time  
25 you will know them, from having worked with them. Do you

1       then, do you go into their social media to try to determine  
2       what they might be doing on social media?

3               MR. SUNDAR PICHAI: Normally, we don't. You know,  
4       as a company, we have allowed people to express themselves,  
5       but we -- we -- we make it clear, that how we build our  
6       products is done with great care and thought, focused on  
7       giving users the information they are looking for.

8               REPRESENTATIVE STEVE KING: But -- but these are --  
9       this team of roughly a thousand, they're the people that  
10      write the parameters by which those who write the  
11      algorithms, write the algorithms?

12              MR. SUNDAR PICHAI: That's roughly correct. Yeah.

13              REPRESENTATIVE STEVE KING: Uh-huh. And so, there  
14      isn't really any -- any look at what their private lives  
15      are, even though their -- their public social media is not  
16      examined by the company. And does anyone outside of Google  
17      know who these thousand people are?

18              MR. SUNDAR PICHAI: You know, we don't -- we don't  
19      examine their personal activities. And, you know, there are  
20      some -- some senior people are -- who do participate in  
21      conferences and meetings outside and they are known to the  
22      outside community.

23              REPRESENTATIVE STEVE KING: And we're watching  
24      people whose social media has knocked them out of some  
25      pretty high positions in life. Almost every week, there's

1 one or more whose social media -- this week, a couple of  
2 them that I can think of just in the last 24 or 48 hours.  
3 But I -- I'm going to make this point and I -- and I believe  
4 I've made it with a number of the -- of the -- the internet  
5 companies that have been sitting here at this table, in the  
6 past.

7 What we read with situation here is, that there's a  
8 very strong conviction on this side of the aisle, that the  
9 algorithms are written with a -- with a bias against  
10 conservatives. The people on the other side don't agree  
11 with that because, of course, it benefits them. And but  
12 what we don't know are, who are these thousand people, and  
13 we don't know what their social media looks like. But we do  
14 know that the people that come from that county are about 80  
15 percent supporters of Hillary Clinton, if I listen to the  
16 gentlelady from California, correctly.

17 And so, that would be a built in bias, if I know  
18 people from California and know their politics from  
19 California, and I think I do. So we've got, at least  
20 theoretically, a built in bias that's here. It's not being  
21 examined. Your not examining the social media. How would  
22 you expect that you could get to an objective result which  
23 you said that, you know, we build our products in a neutral  
24 way, but that doesn't mean that your product comes out  
25 neutral.



1           So how would you expect to get to an unbiased  
2     result with a built in formula that I've described, that I  
3     don't think you object to or disagree with?

4           MR. SUNDAR PICHAI: Congressman, it's an important  
5     question, but the way we rank our services is essentially  
6     based on user feedback, and that's what drives the iterative  
7     loop in our you know, in what we put in, so.

8           REPRESENTATIVE STEVE KING: I do understand how  
9     it's prioritized that way, and I watch what's going on. But  
10    I -- I made this point that, if we don't know who the  
11    thousand are and we can't look at their social media and we  
12    can't see the algorithms to understand the results of the  
13    work they're doing behind closed doors. And yet the public  
14    believes that it's an open forum, where there's an -- a  
15    balanced exchange of open access for information.

16           Of course, it's not. And so I have said we either  
17    need to know who they are and look at their social media,  
18    and if that doesn't solve this problem, next step then is,  
19    publish the algorithms. If that doesn't happen, then the  
20    next step on the line is Section 230. The amendments of  
21    Section 230, and the step on the line beyond that is a Teddy  
22    Roosevelt step. Now, I'm with Mr. Gohmert. I don't want to  
23    regulate anything, but neither do I want to see a society  
24    that's so polarized and so divided and so loaded that the  
25    will of the American people can't be expressed in the ballot

1 box. That looks like either where we are or the direction  
2 we're going.

3 And I would just finish it with this. I have a  
4 seven year old granddaughter, who picked up her phone before  
5 the election, and she's playing a little game, kind of game  
6 a kid would play, and up on there pops a picture of her  
7 grandfather. And I'm not going to say into the record what  
8 kind of language was used around that picture of her  
9 grandfather, but I'd ask you, how does that show up on a  
10 seven year old's iPhone who's playing a kids game?

11 MR. SUNDAR PICHAI: Congressman, iPhone is made by  
12 a different company. And so, you know, I mean.

13 REPRESENTATIVE STEVE KING: It might have been an  
14 Android. It's just -- it was a hand me down of some kind.

15 MR. SUNDAR PICHAI: You know --

16 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: The  
17 gentleman's time has run out.

18 REPRESENTATIVE STEVE KING: I'd ask --

19 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: You can  
20 finish your answer.

21 MR. SUNDAR PICHAI: I'm happy to follow up and  
22 understand the specifics. It -- there may be an application  
23 which was being used which had a notification, but I'm happy  
24 to understand it better and clarify it for you.

25 REPRESENTATIVE STEVE KING: Okay. Thank you, for

1 your testimony and yield back the balance of my time.

2 Appreciate it.

3 REPRESENTATIVE JACKSON LEE: Mr. Chairman?

4 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: For what  
5 purposes is the gentlewoman from Texas seek recognition?

6 REPRESENTATIVE JACKSON LEE: To place three  
7 questions on the record, Mr. Chairman.

8 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: You --  
9 we've already indicated we'll take all questions submitted  
10 in writing and ask him to answer them.

11 REPRESENTATIVE JACKSON LEE: And I'd appreciate it,  
12 if I can share these three.

13 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: All right.  
14 The gentlewoman -- without objection, the gentlewoman is  
15 recognized --

16 REPRESENTATIVE JACKSON LEE: I thank you for your  
17 courtesy. I thank you for the courtesy of the gentlelady  
18 from Alabama. I think it's her time next.

19 There have been several points made, and obviously,  
20 algorithm has been mentioned over and over again. Three  
21 questions.

22 One, the explaining how algorithm may play into  
23 someone's impression that conservative is over liberal. I  
24 think you're very clear on that, but it's not the case. In  
25 addition, your clarification on China and engaging in any

1 activities to censor those individuals. And number three,  
2 the algorithms, again, about your products may be a  
3 proprietary -- may be a priority over others and any  
4 explanation as to how that is, in fact, if you represent it  
5 to be not true, or how that might be perceived that happens,  
6 your products, Google products, over others and how  
7 algorithms may play a part into that.

8 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: And the  
9 gentlewoman will submit those in writing to us, so that we  
10 can submit them to Mr. Pichai.

11 REPRESENTATIVE JACKSON LEE: We thank you, and I  
12 thank the gentlemen and I thank you for yielding. Thank  
13 you, very much.

14 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you.  
15 The Chair recognizes the gentleman from Florida, Mr.  
16 Rutherford, for five minutes.

17 REPRESENTATIVE JOHN RUTHERFORD: Thank you, Mr.  
18 Chairman. Mr. Pichai, thank you very much for your  
19 testimony today. I -- I want to go back to the -- the  
20 privacy policy and talk about some of those issues, because  
21 I think it's very important for the American public.

22 You mentioned the transparency in your policy, but  
23 when -- you know, I know your policy is 20 pages long. It  
24 changes multiple times a year. I have to ask you a couple  
25 questions about the -- the policy because I, quite frankly,

1 don't understand all of it. And that is the -- the policy  
2 states that, Google's data collection applies when, quote,  
3 "you use Google service." And so most consumers would think  
4 that means Google Search or Google Maps. My question is:  
5 Does the policy apply when a consumer contacts a DoubleClick  
6 Cookie, are you then -- are they then under that policy, or  
7 not?

8 MR. SUNDAR PICHAI: Today, our product that is  
9 called Google Ad Manager. And in general, when users  
10 interact with our services, we, you know, we -- we need  
11 their consent and by law, we need to apply our privacy  
12 policy, so that we can offer them the full productions we  
13 can and -- and fulfill our obligations.

14 And so as part of that, I think if you're  
15 interacting with our ad services, we do -- you know, we do  
16 get your consent for your privacy policy.

17 REPRESENTATIVE JOHN RUTHERFORD: So that's written  
18 in the policy and -- and they have -- okay. And then -- and  
19 then secondly, if a consumer does not have a Google account  
20 but they land on a web page that has Google adware again, is  
21 that consumer using a Google service, under the privacy  
22 policy?

23 MR. SUNDAR PICHAI: My understanding would be, yes,  
24 if they're interacting. If they, you know, they may be both  
25 subject to the privacy policy of the publisher or -- or --

1 or the -- or the application they're using, as well as, the  
2 ad platforms that work -- work on the that -- that product.

3 REPRESENTATIVE JOHN RUTHERFORD: Okay. And -- and  
4 then third and finally, your privacy policy says you collect  
5 voice and audio information when you use audio features.  
6 However, does this mean Google Assistant is recording our  
7 voices in conversations? How -- how about when just -- just  
8 using Google Voice or -- or is that actually being recorded?

9 MR. SUNDAR PICHAI: Today, if you invoke Google  
10 Voice by either using the microphone or you say, okay,  
11 Google and issue a command, we treat it like a search query  
12 and -- and record that activity. But we have a -- we have a  
13 separate setting which -- in which, as a user, you can  
14 choose whether you want these stored or not. And so, we  
15 give users the choice and the option.

16 REPRESENTATIVE JOHN RUTHERFORD: See, I -- I -- you  
17 know, when it gets to transparency, I think when you realize  
18 you have these active -- you know, where I'm clicking and  
19 giving that information and agreeing to it, I think people  
20 understand that information is -- is going out and -- and  
21 they're giving that permission. But it's these passive  
22 collection points, you know, like -- like Android and  
23 Chrome, where they're picking up that information and -- and  
24 the user, I'm not sure the user actually knows that.

25 And so -- and so, you know, one of -- one of my

1 questions is, we're -- we're agreeing to a privacy policy,  
2 but we don't really know what information we're -- we're  
3 giving up, because it -- it -- there are other groups that  
4 you are contracting with, Android and -- and Chrome, who are  
5 collecting passive information. How -- how do you address  
6 that and -- and how do you make that transparent for the  
7 consumer?

8 MR. SUNDAR PICHAI: Congressman, we realize privacy  
9 policy alone is, you know, is not enough. This is why we  
10 prompt and give privacy checkups.

11 REPRESENTATIVE JOHN RUTHERFORD: Right.

12 MR. SUNDAR PICHAI: We have --

13 REPRESENTATIVE JOHN RUTHERFORD: So -- so let --  
14 let me stop you there and ask you then. Because, you know,  
15 is it possible for -- for Google to send me a -- a printout  
16 of all the information that they have collected on me within  
17 the last month and, you know, where I've been, what --  
18 what -- where I've clicked, where. Is all that  
19 information -- you have all that information, that can be  
20 provided to me, right?

21 MR. SUNDAR PICHAI: We -- we do make it available  
22 to you very easily. You know, we want -- we're concerned  
23 about the security of the data, so we don't, you know,  
24 casually give it out, but -- but--

25 REPRESENTATIVE JOHN RUTHERFORD: So -- so -- so I

1 would ask if -- if -- because I'm running out of time. But  
2 instead of -- instead of me as a consumer or anyone as a  
3 consumer, giving you the privacy right up front, why don't  
4 you -- why don't you be more honest with me, tell me exactly  
5 what information has been collected, what information you  
6 want to share and then allow me to decide how much of that  
7 information I would like to share as a consumer?

8 MR. SUNDAR PICHAI: Congressman, I agree with that  
9 sentiment. And, in fact, what we precisely do is actually,  
10 we are very transparent and like, we make it very easy. You  
11 go to your account settings. We clearly tell the categories  
12 and you can click and see the information we have. You can  
13 turn it on or off, but we want to do better. And, you  
14 know --

15 REPRESENTATIVE JOHN RUTHERFORD: Yeah, but there  
16 are areas where information is being collected, even if I  
17 have -- I have the particular sites turned off. There's  
18 still information being collected through some of these  
19 other passive systems that you've -- that you've contracted  
20 with, correct?

21 MR. SUNDAR PICHAI: We -- we are pretty explicit  
22 about data, which we collect and we give protections for you  
23 to turn them on or off. And even when you use a product  
24 like Chrome or Gmail, you know, we -- we are -- or Google  
25 Home, we're very clear about the data we collect and we



1 reflect it back to the user, of the data we have on them.  
2 And -- and we try to be transparent.

3 REPRESENTATIVE JOHN RUTHERFORD: I -- I can just  
4 say and my times out, but I -- I would tell you this. I  
5 would much rather be giving permission after I know what  
6 information I'm -- I'm giving up. So thank you very much  
7 again, and I appreciate your time. I yield back, Mr.  
8 Chairman.

9 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Chair  
10 thanks the gentleman, recognizes the gentlewoman from  
11 Alabama, Ms. Roby, for five minutes.

12 REPRESENTATIVE MARTHA ROBY: Thank you, Mr.  
13 Chairman. Thank you. I'm just going to build upon what my  
14 colleague was just talking about and use a specific example.

15 In June of 2016, Google changed its privacy policy  
16 to allow for combining the DoubleClick Cookie information  
17 with quote "personal identifiable information." Before this  
18 change, the cookies that tracked people across the web, we  
19 were not melded with other consumer information Google got  
20 from searches or Android phone use. And it's my  
21 understanding that when Google purchased DoubleClick,  
22 representations were made that Google would keep the data  
23 separate.

24 The point here is, you've heard from many people  
25 concerns today about the consumer and what the consumer

1 knows. And I understand there's a personal responsibility  
2 as a consumer to do my part, to try to understand this; but  
3 it's also very complicated stuff. And so I -- I want to  
4 point to something positive that Google is doing.

5 In March, you had the online safety road show that  
6 came through Alabama's second congressional district, to a  
7 middle school, Girard Middle School in Dothan. You're --  
8 you're being a corporate citizen by trying to teach our  
9 young people how to be smart and safe on the internet. And  
10 as a mom of a 13 year old girl, I appreciate that very much.  
11 I think that is truly, truly a good example of what it means  
12 to be a corporate citizen. That these young people can have  
13 the world in their hands and recognizing that all the  
14 positive things that can come from it, there's some dangers,  
15 as well.

16 I would just say I think what we would all benefit  
17 from is -- is understanding, as a corporate citizen, what  
18 are you doing to educate the consumer about the privacy  
19 policy? You've heard many of my colleagues point to the  
20 fact that you have this 20 page privacy policy, but it  
21 changes multiple times during the year or there's  
22 representations that are made in 2016, about DoubleClick  
23 that change. And so most of us don't have a -- a way to  
24 understand this, in a way to know that the data that's being  
25 collected on us, exactly how it's being used.

1           So I applaud you for the work that you're doing to  
2       educate our young people, but I would just ask, if you could  
3       provide us -- you said, you used the words evolve and adapt  
4       when it comes to the policy, but what are you doing  
5       specifically to help educate your consumers on how they can  
6       be aware, of when they click accept on the privacy policy,  
7       that they have a better understanding of how their data is  
8       going to be used?

9           MR. SUNDAR PICHAI: Congressman, it's a good  
10      question. And, for example, we are sending email reminders  
11      for certain types of data that's being collected and asking  
12      you to go review your settings. And that's an example of  
13      the kind of evolution we are doing and we're implementing.

14           We're looking at combining settings where we can,  
15      so that it's easier for users. So we want to minimize the  
16      number of controls, but we want to match it with users have  
17      complex expectations to. For example, they want some of  
18      their devices to be private, but they are okay with some of  
19      their other devices being able to be used where locations,  
20      wherever, et cetera.

21           So we're trying to match users expectations. Users  
22      do tell us when they search for weather or restaurants, they  
23      want restaurants near their location and not somewhere else.  
24      And -- and as you can imagine, if someone from Alabama is  
25      searching, they want information relevant to them. So

1 that's what we are trying to meet. But I agree with you,  
2 that we need to simply -- simplify this even more, and  
3 there's more work to do and it's a constant effort we are  
4 undertaking. As I look into 2019, we'll be doing more  
5 changes to make things work better, and I'll take this  
6 feedback to account.

7 REPRESENTATIVE MARTHA ROBY: Well, and then, just  
8 one example, my legislative assistant was showing me in the  
9 privacy policy, where it's redlined to show the -- the --  
10 what the change was, but it's not pointed out to, that I --  
11 that I'm aware of. It's not pointed out to the consumer  
12 when the policy is updated, for whatever reason, what the  
13 exact change is. You have to go search for it and find it  
14 yourself. And so, if I've got that correct, you can correct  
15 me if I'm wrong. But my understanding is you would have to  
16 scroll through the entire privacy policy -- policy to see  
17 where the changes were made; is that correct?

18 MR. SUNDAR PICHAI: I'm happy to follow up on that.  
19 I, you know, I do think there are times we've pointed out to  
20 the updates in a block post or something, and we make it  
21 clear what the changes are, but happy to follow up and get  
22 the specifics on that.

23 REPRESENTATIVE MARTHA ROBY: I just think the more  
24 you could streamline to the consumer how their personal  
25 information will be used, is being used, without the

1 consumer having -- I mean, again, there's personal  
2 responsibility there, as well. But I just think you're  
3 doing some good things in terms of educating folks about,  
4 particularly with the Online Safety Roadshow. I think that  
5 you could take some of the work you're doing there, and  
6 hearing our concerns here today, look for ways that you  
7 could better educate the consumer moving forward. Thank  
8 you. I yield back.

9 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you  
10 very much, Mr. Pichai, a couple of quick follow ups here.

11 I don't think anybody asked who makes the judgment  
12 calls regarding content moderation at Google?

13 MR. SUNDAR PICHAI: Chairman, it depends on the  
14 area. So, for example, if it's YouTube, we have, you know,  
15 very clear teams which are responsible for YouTube content  
16 policies and --

17 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Are they  
18 identified, is it possible for a customer to write to them  
19 and say, hey, here's -- here's a concern I have.

20 MR. SUNDAR PICHAI: We give clear channels for  
21 content creators to, you know, to raise concerns back. And  
22 we have clear avenues and -- and we also have had people who  
23 are responsible for these platforms, including content  
24 moderation, up here, you know, and -- and -- and I think  
25 they've consulted widely here -- here, too.

1 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: I have a  
2 question about preloaded apps. Do you have agreements with  
3 the companies that -- I mean, Amazon might have an app that  
4 they put on your platform. Do you have a data sharing  
5 agreement with them? Do they get the information and you  
6 get the information that's generated by their app, as well?  
7 How does that work?

8 MR. SUNDAR PICHAI: We don't have any special  
9 agreements with respect to user data, as part of preloading  
10 any application.

11 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: So if  
12 another -- somebody puts an app on your platform, they do it  
13 with your permission; is that correct?

14 MR. SUNDAR PICHAI: Not necessarily, you know. So,  
15 for example, our -- a device manufacturer can preload  
16 applications on -- on Android and, you know, it's up to them  
17 and the app developer to do so.

18 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: All right.  
19 Do -- if they operate on your operating system, do you get  
20 the information, as well as, the app owner?

21 MR. SUNDAR PICHAI: Of -- of information about  
22 what's happening within that application.

23 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Right.

24 MR. SUNDAR PICHAI: Unless there -- there may be  
25 specific cases where the user is given as diagnostic

1 information. So the answer would depend on the context, but  
2 in general, no. I mean, the relationship is between the  
3 user and the app developer.

4 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: So if you  
5 get an app that gathers information on a specific thing,  
6 that's not also coming to Google, as well as, to the -- the  
7 developer of the app?

8 MR. SUNDAR PICHAI: In a general sense, no.

9 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: All right.  
10 And then finally, and this you can -- you can write to us a  
11 written answer, because it's a very lengthy answer, I  
12 believe. But I'm interested in knowing -- I know you've had  
13 a lot of difficulties in Europe of late. And I'm interested  
14 in knowing how your policy in Europe differs from your  
15 policy in The United States.

16 MR. SUNDAR PICHAI: I'm happy to have it -- I think  
17 it's a pretty extensive topic. I'm happy to have follow up  
18 on that -- that area back to -- back to your office.

19 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Okay.  
20 Yes, we would appreciate that. We'll give you some written  
21 questions, that other members have provided. We'll have  
22 some more of our own, and we would ask that you respond to  
23 those promptly.

24 MR. SUNDAR PICHAI: We definitely will.

25 CHAIR OF THE HOUSE JUDICIARY COMMITTEE: Thank you.

1 Well, you've gone for about three and a half hours, and it's  
2 about what we predicted, isn't it, yesterday when we talked?  
3 So we thank you very much for your participation today.  
4 This concludes today's hearing and without objection, all  
5 members will have five legislative days to submit written  
6 questions for the witness or additional materials for the  
7 record. And with that, this hearing is adjourned.

8 (Proceedings concluded.)  
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CERTIFICATE OF TRANSCRIBER

I, MELISSA IADIMARCO, do hereby certify that I was authorized to transcribe the foregoing recorded proceeding; and that the transcript is a true and accurate transcription, to the best of my ability, taken while listening to the provide recording.

I FURTHER CERTIFY that I am not of counsel or attorney for either or any of the parties to said proceedings, nor in any way interested in the events of this cause, and that I am not related to any of the parties thereto.

Dated this 18th day of February, 2025.

A handwritten signature in cursive script, appearing to read "Meladimarco", is written over a light gray rectangular background.

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MELISSA IADIMARCO

[1.5 - absolutely]

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[ads - allow]

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